



# Poland

## The World Bank Country Survey FY 2013

Report of Findings  
October 2013



Country **Opinion** Surveys  
THE WORLD BANK GROUP

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## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank Group in gaining a better understanding of how stakeholders in Poland perceive the Bank;
- Obtain systematic feedback from stakeholders in Poland regarding:
  - Their views regarding the general environment in Poland;
  - Their overall attitudes toward the World Bank in Poland;
  - Overall impressions of the World Bank's effectiveness and results, knowledge work and activities, and communication and information sharing in Poland;
  - Perceptions of the World Bank's future role in Poland.
- Use data to help inform Poland country team's strategy.

## II. Methodology

In May-July 2013, 278 stakeholders of the World Bank in Poland were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries, ministerial departments, or implementation agencies; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; the media; independent government institutions; faith-based groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 92 stakeholders participated in the survey (33% response rate).

Respondents received questionnaires via post and email and returned them accordingly. Respondents were asked about: general issues facing Poland; their overall attitudes toward the World Bank; the World Bank's effectiveness and results; the Bank's knowledge work and activities; working with the World Bank; the Bank's future role in Poland; and the Bank's communication and information sharing in Poland.

Every country that engages in the Country Survey must include specific indicator questions that will be aggregated for the World Bank's annual Corporate Scorecard. These questions are identified throughout the survey report.

- A. General Issues Facing Poland: Respondents were asked to indicate whether Poland is headed in the right direction, what they thought were the top three most important development priorities in the country, and which areas would contribute most to reducing poverty, boosting shared prosperity, and generating economic growth in Poland.

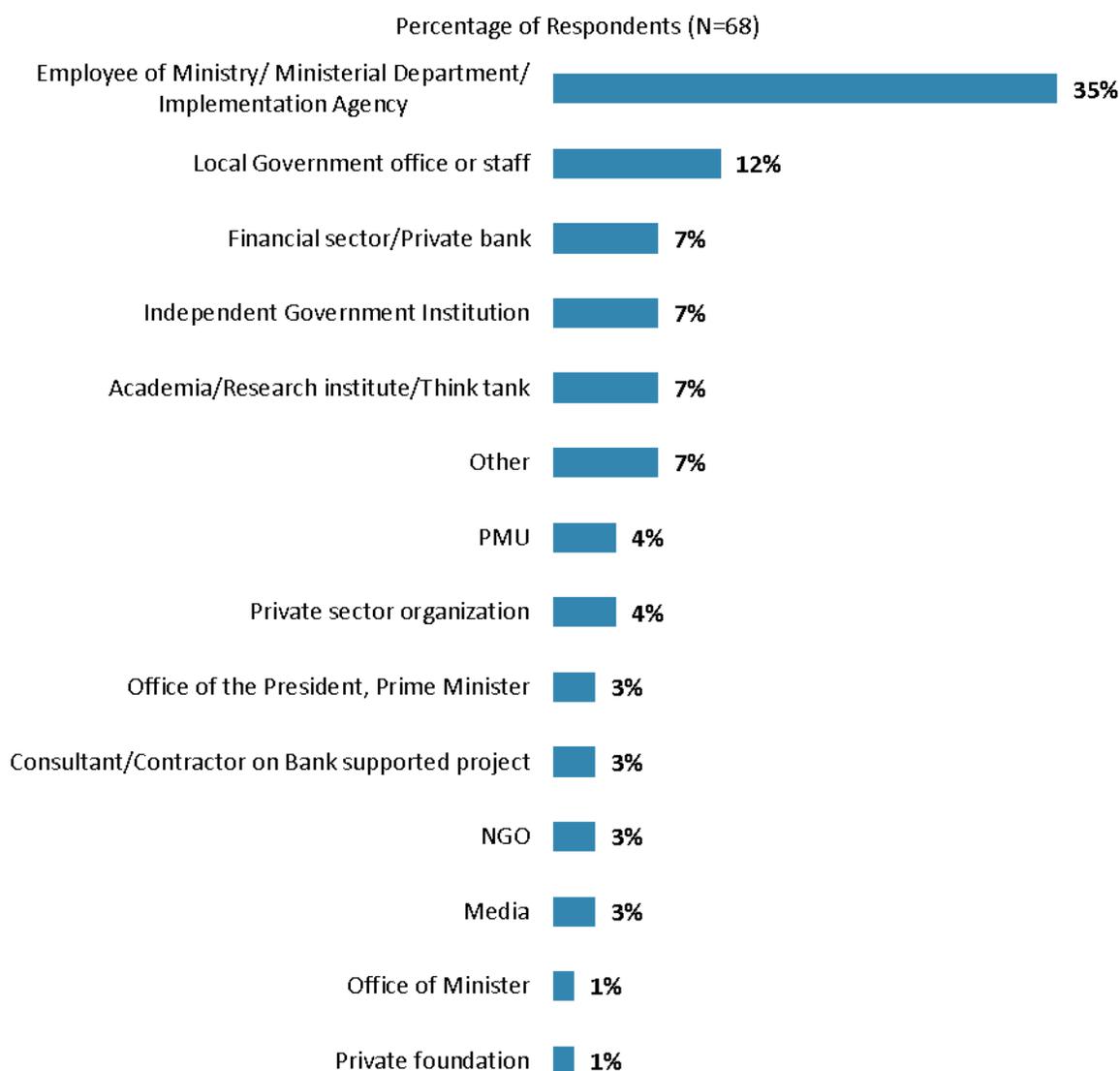
## II. Methodology

- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Poland, Bank staff preparedness to help Poland solve its development challenges, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were asked to indicate the Bank's greatest values, the most effective instruments in helping reduce poverty and boost shared prosperity in Poland, with which stakeholder groups the Bank should collaborate more, to what extent the Bank should influence the global development agenda, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results, the extent to which the Bank meets Poland's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across twenty four development areas, such as public sector governance/reform, job creation/employment, private sector development, and economic growth.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge work and activities, to rate the effectiveness and quality of the Bank's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's effectiveness in providing implementation support and sharing international best practices, disbursing funds promptly, providing services tailored to Polish circumstances, and increasing Poland's institutional capacity.
- F. The Future Role of the World Bank in Poland: Respondents were asked to rate how significant a role the Bank should play in Poland in the near future and to indicate what the Bank should do to make itself of greater value.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, and their usage and evaluation of the Bank's websites. Respondents were asked about their level of agreement that they know how to find information from the Bank, that the Bank's websites are easy to navigate and useful, and that the Bank is responsive to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Poland, and their geographic location.

### III. Demographics of the Sample

#### Current Position

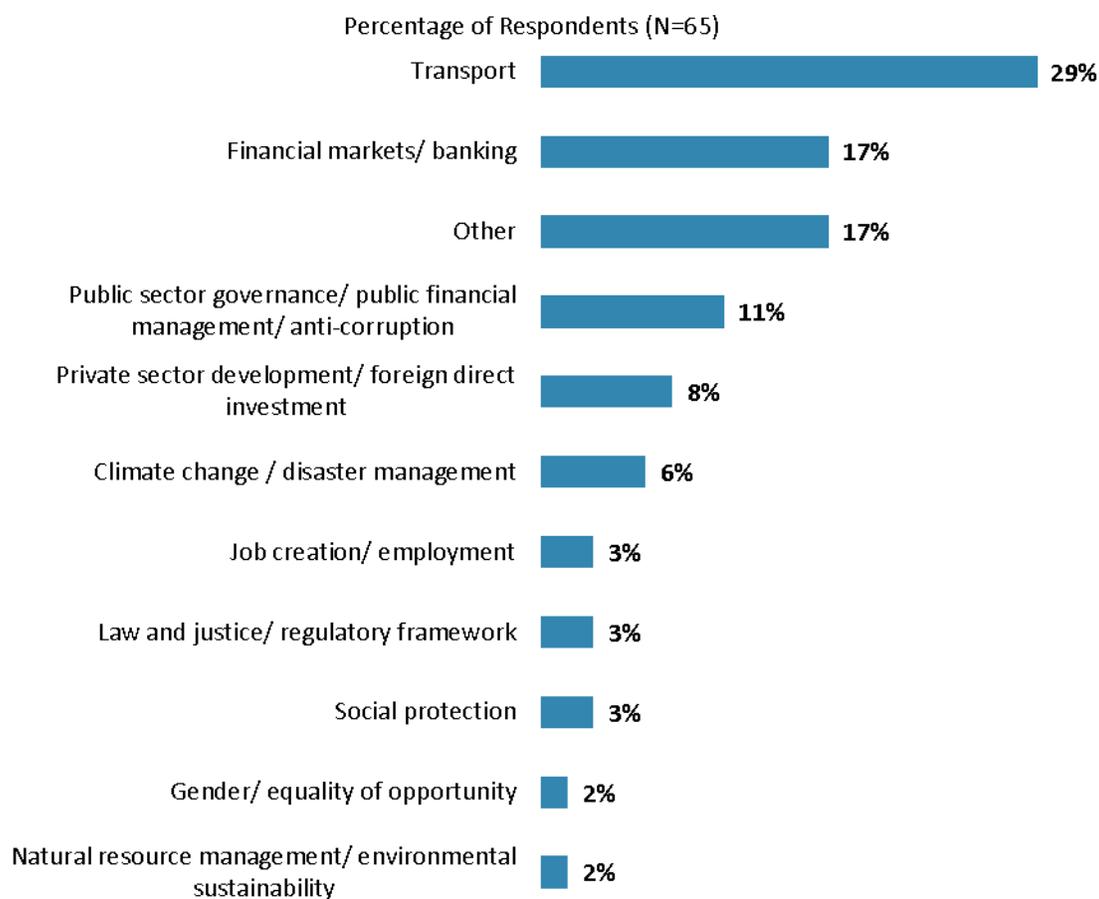
- For further analyses, a small number of respondents from PMUs were combined with consultants/contractors working on Bank-supported projects/programs; respondents from private sector organizations were combined with those from the financial sector/private banks; and the few respondents from the Office of the President, Prime Minister, office of a minister, NGOs, private foundations, and the media were included in the “Other” category. There were no respondents from office of a parliamentarian, bilateral or multilateral agencies, faith-based groups, or the judiciary branch.



“Which of the following best describes your current position?” (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

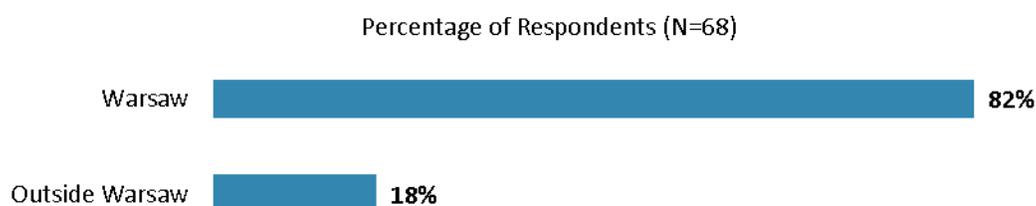
#### Area of Primary Specialization



“Please identify the primary specialization of your work.” (Respondents chose from a list.)

#### Geographic Location

- Responses across geographic locations for all country survey questions can be found in Appendix C (see page 74). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



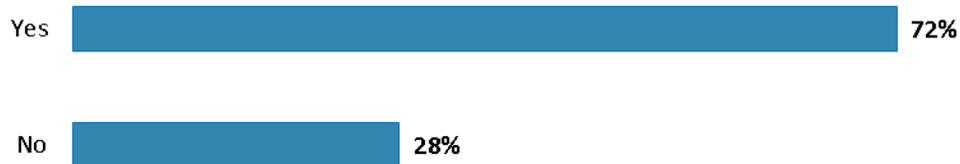
“Which best represents your geographic location?” (Respondents chose from a list.)

### III. Demographics of the Sample (continued)

#### Collaboration with and Exposure to the World Bank

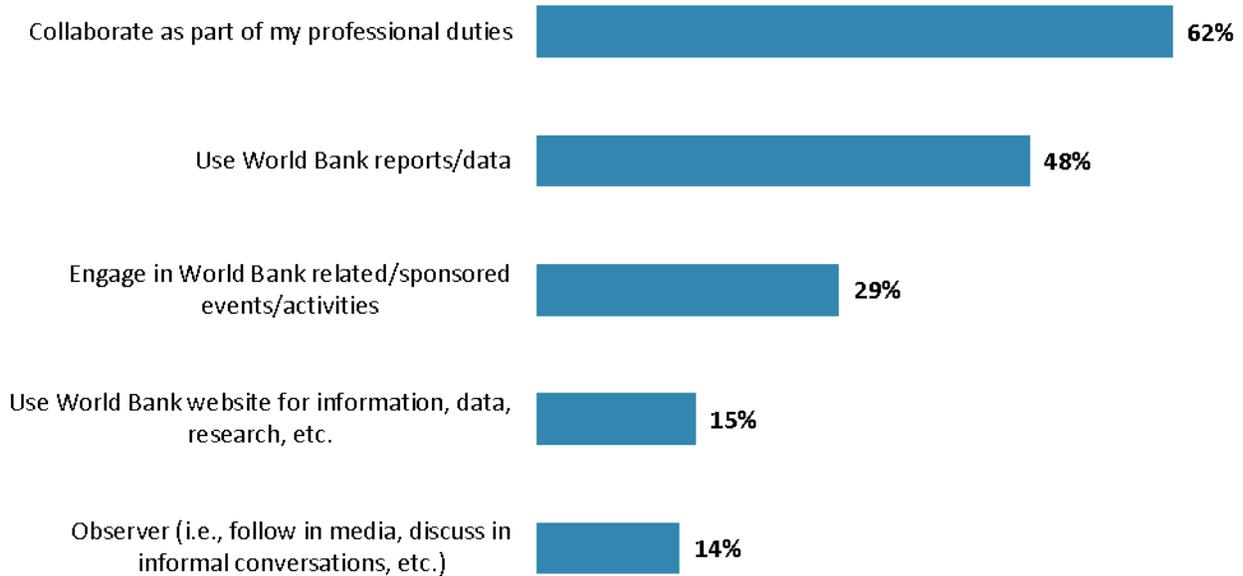
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Poland, can be found in Appendix D (see page 88). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.

Percentage of Respondents (N=67)



"Currently, do you professionally collaborate/work with the World Bank in your country?"

Percentage of Respondents (N=65)

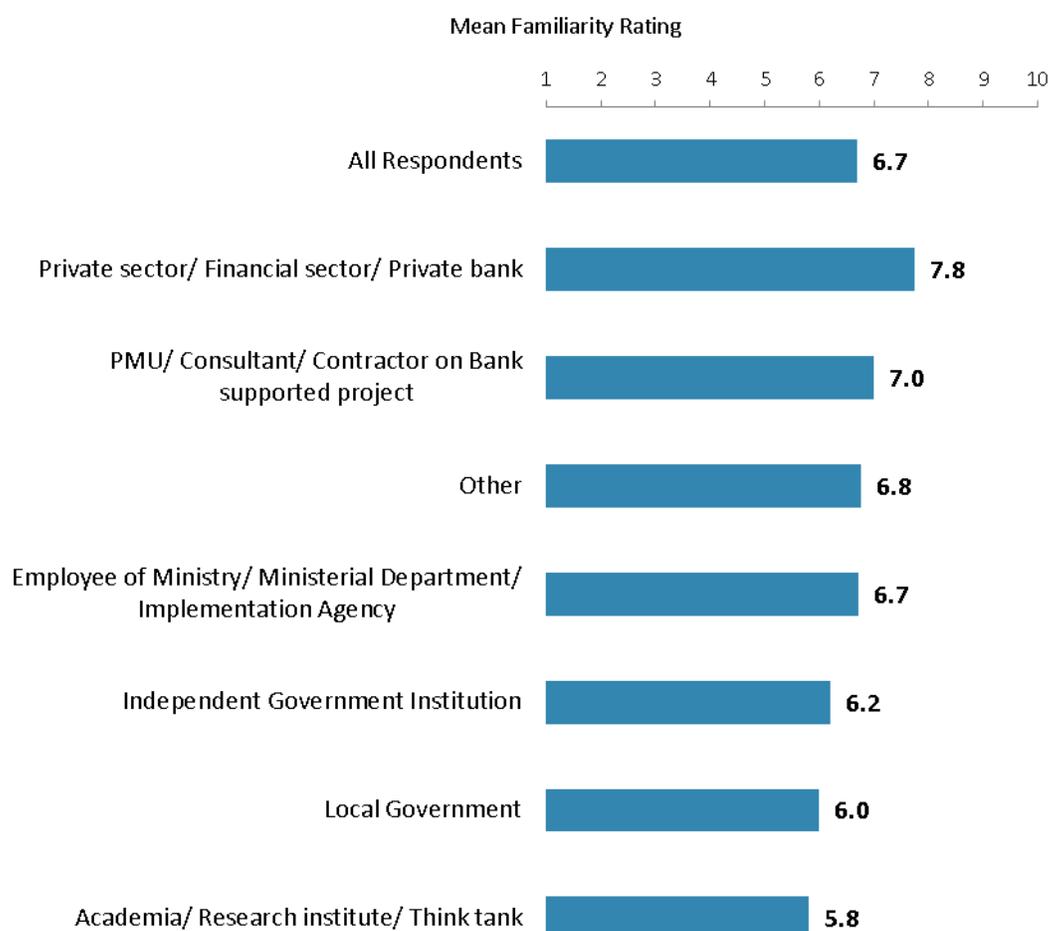


"Which of the following describes most of your exposure to the World Bank in Poland? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank

- Respondents across all stakeholder groups had statistically similar level of familiarity with the World Bank.
- Respondents from Warsaw indicated significantly higher levels of familiarity with the World Bank than respondents from other geographic areas.
- Respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Poland and significantly, moderately correlated with perceptions of the Bank's relevance to Poland's development and the Bank's ability to help achieve development results in Poland.

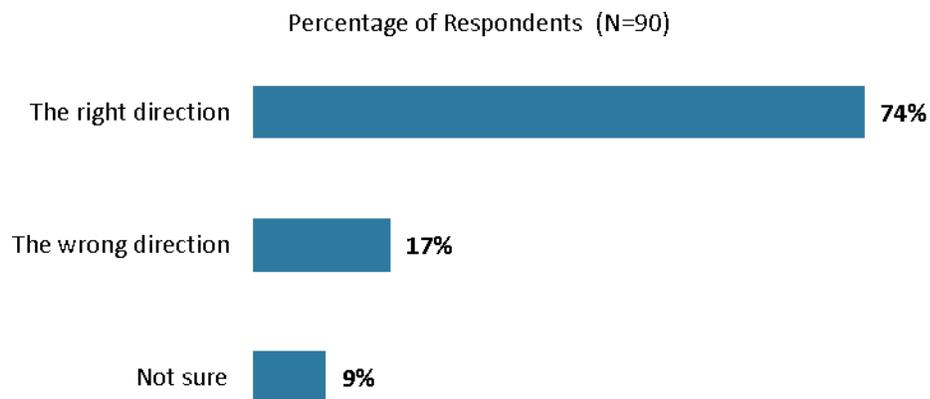


"How familiar are you with the work of the World Bank in Poland?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Poland

### Headed in the Right Direction

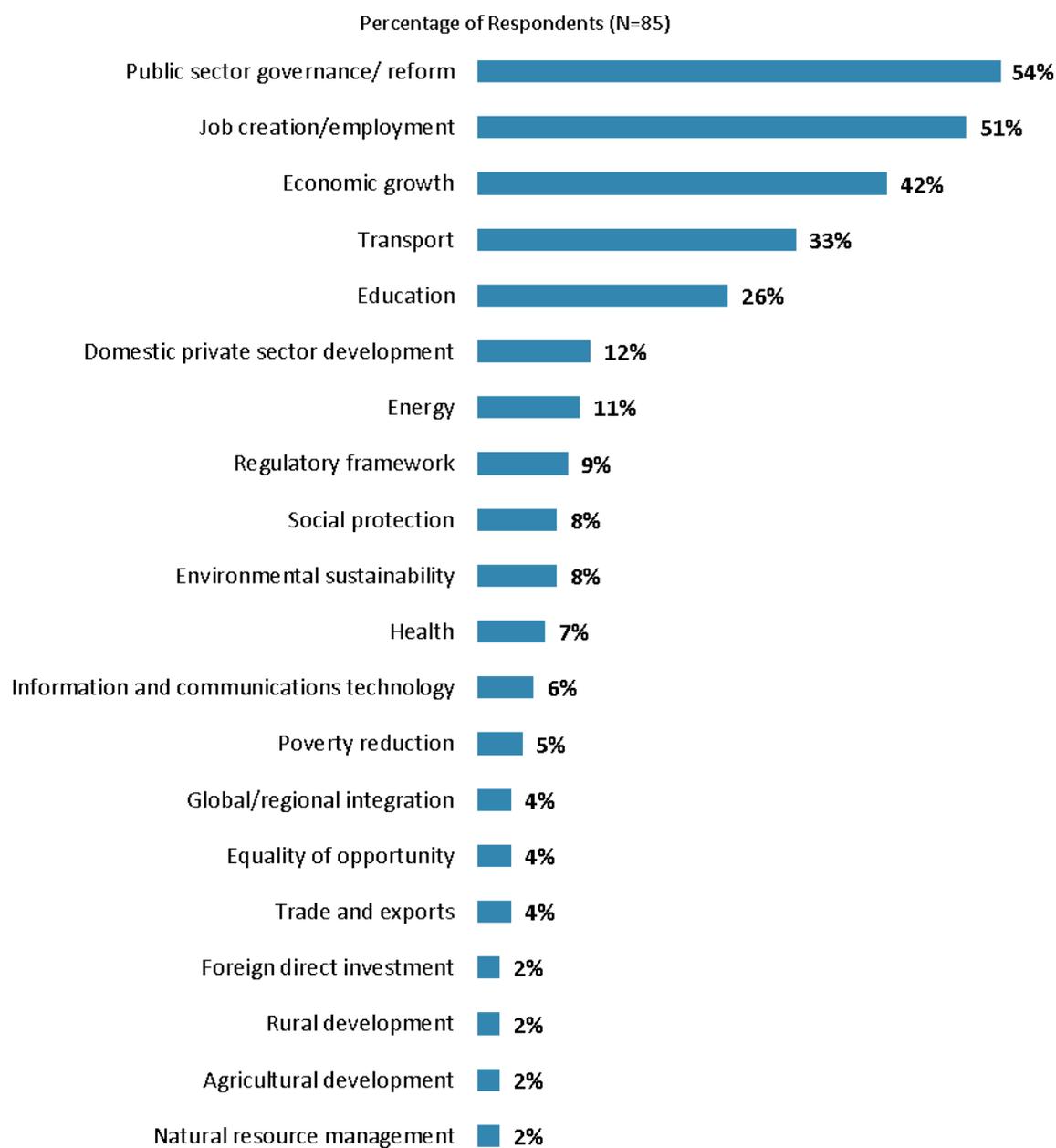
- Respondents across stakeholder groups and geographic locations had statistically similar responses regarding the direction, in which Poland is currently headed.



"In general, would you say that Poland is headed in ...?"  
(Respondents chose from a list.)

## IV. General Issues Facing Poland (continued)

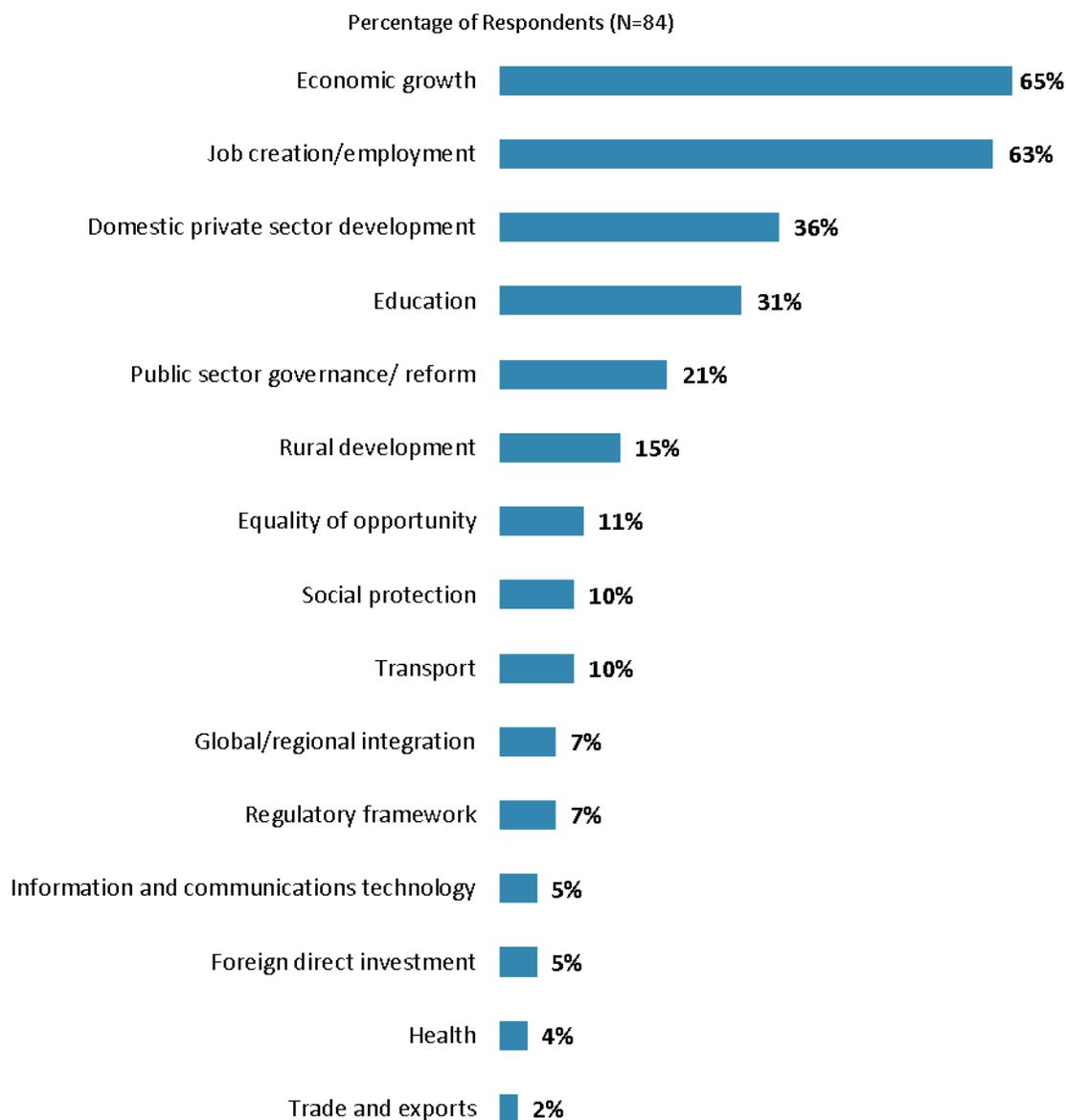
### Development Priority



"Listed below are a number of development priorities in Poland. Please identify which of the following you consider the most important development priorities in Poland. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Poland (continued)

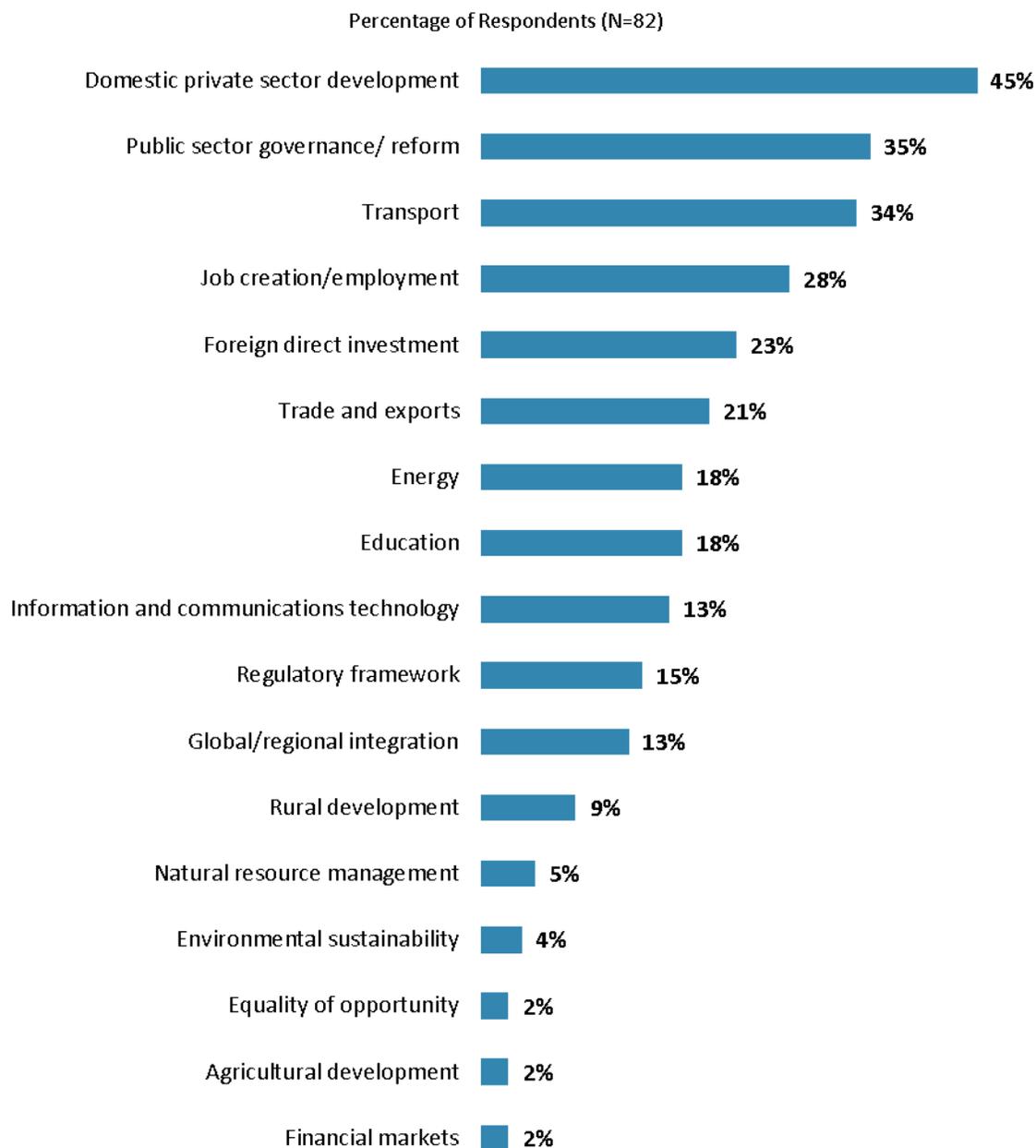
### What Would Contribute Most to Reducing Poverty and Boosting Shared Prosperity



"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty and boosting shared prosperity in Poland?" (Respondents chose from a list. Responses combined.)

## IV. General Issues Facing Poland (continued)

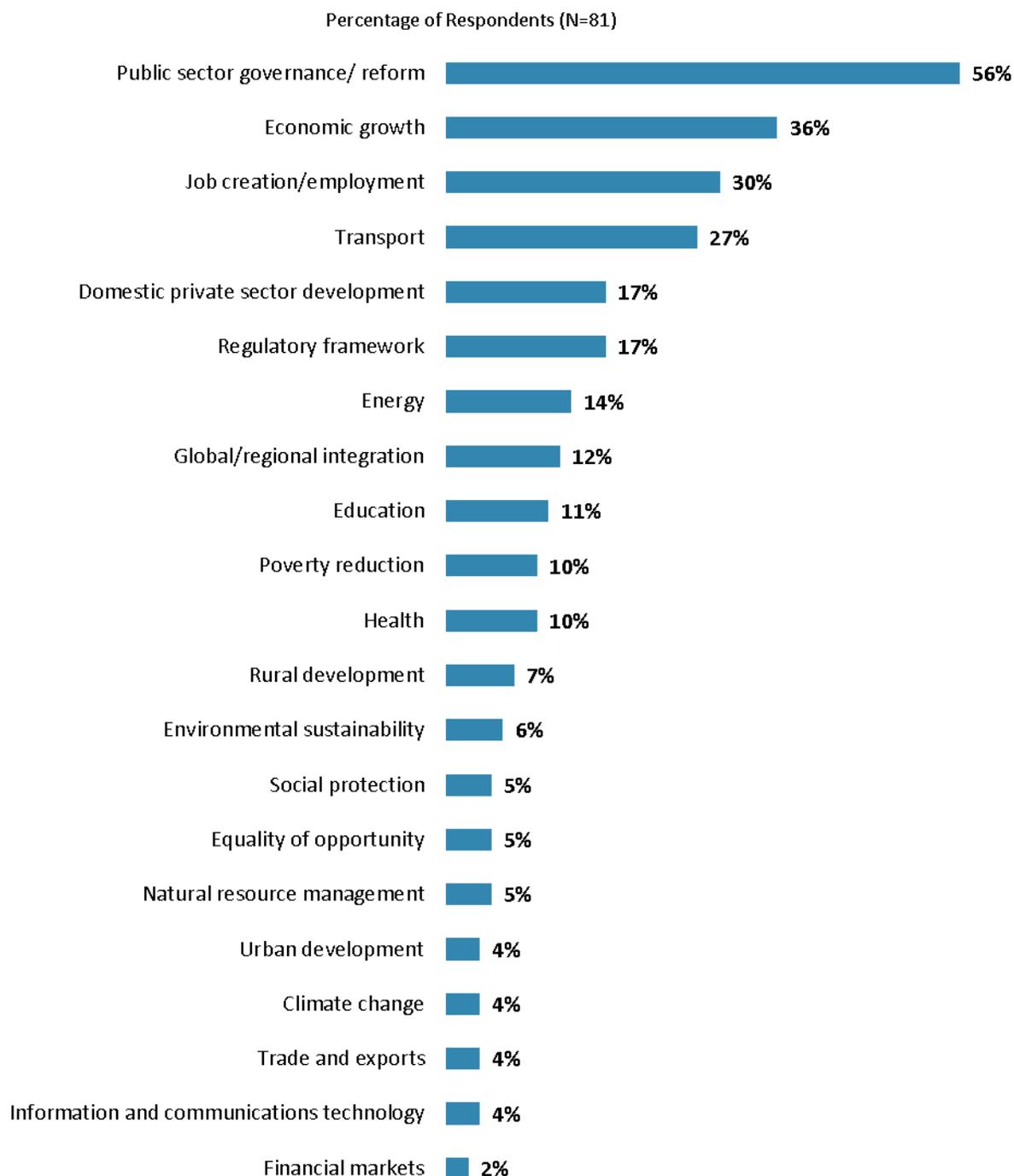
### What Would Contribute Most to Generating Economic Growth



"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Poland? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank

### Where the World Bank Should Focus its Resources



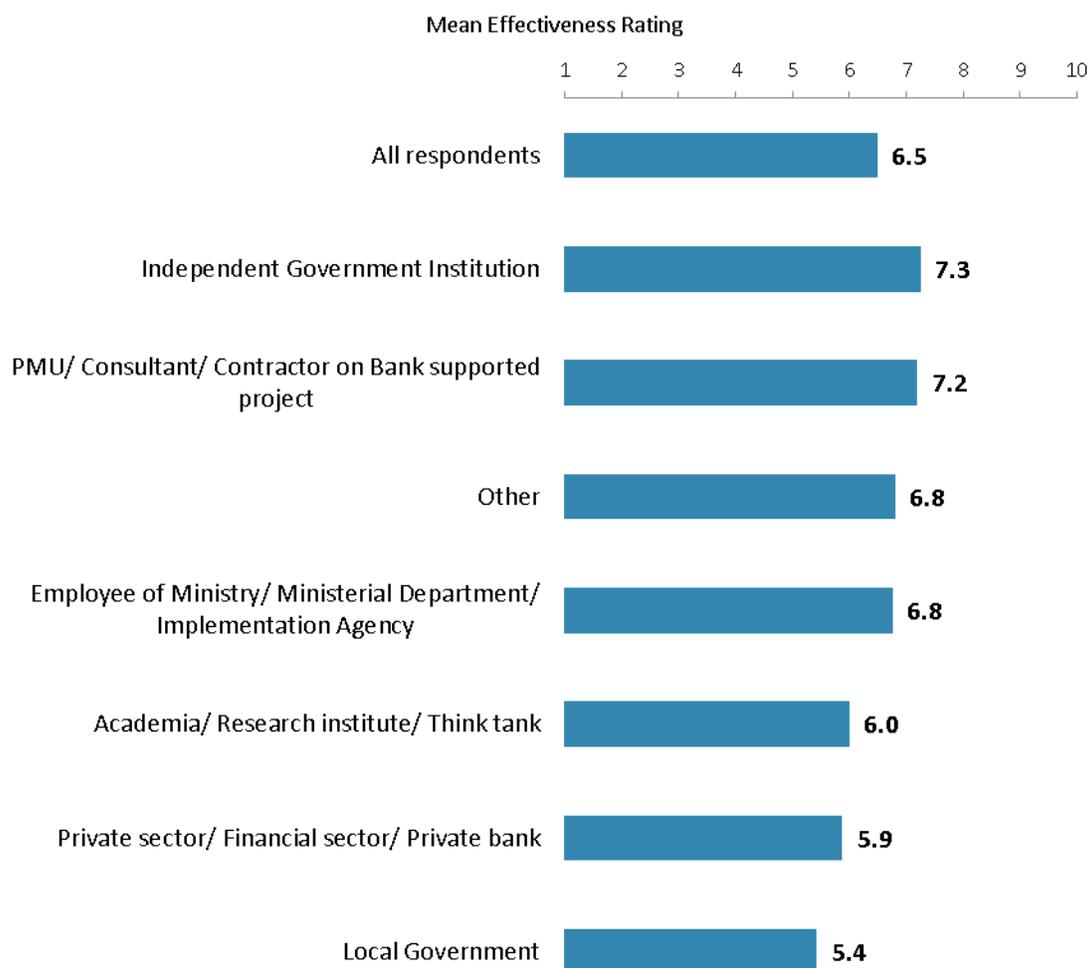
“When thinking about how the World Bank can have the most impact on development results in Poland,, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Poland? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank (continued)

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

### The World Bank’s Overall Effectiveness (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank’s overall effectiveness in Poland.

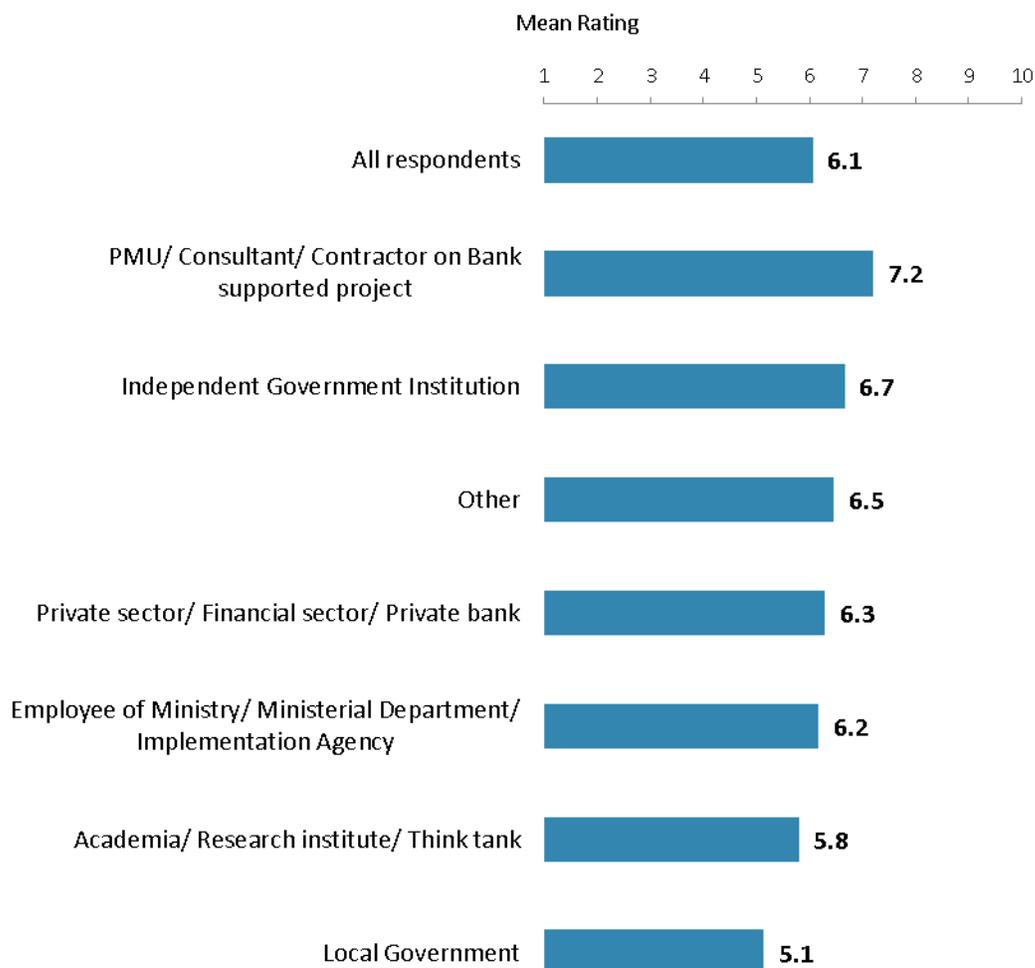


"Overall, please rate your impression of the World Bank's effectiveness in Poland?"  
(1 - "Not effective at all", 10 - "Very effective")

## V. Overall Attitudes toward the World Bank (continued)

### Achieving Development Results (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank helping achieve development results in Poland.

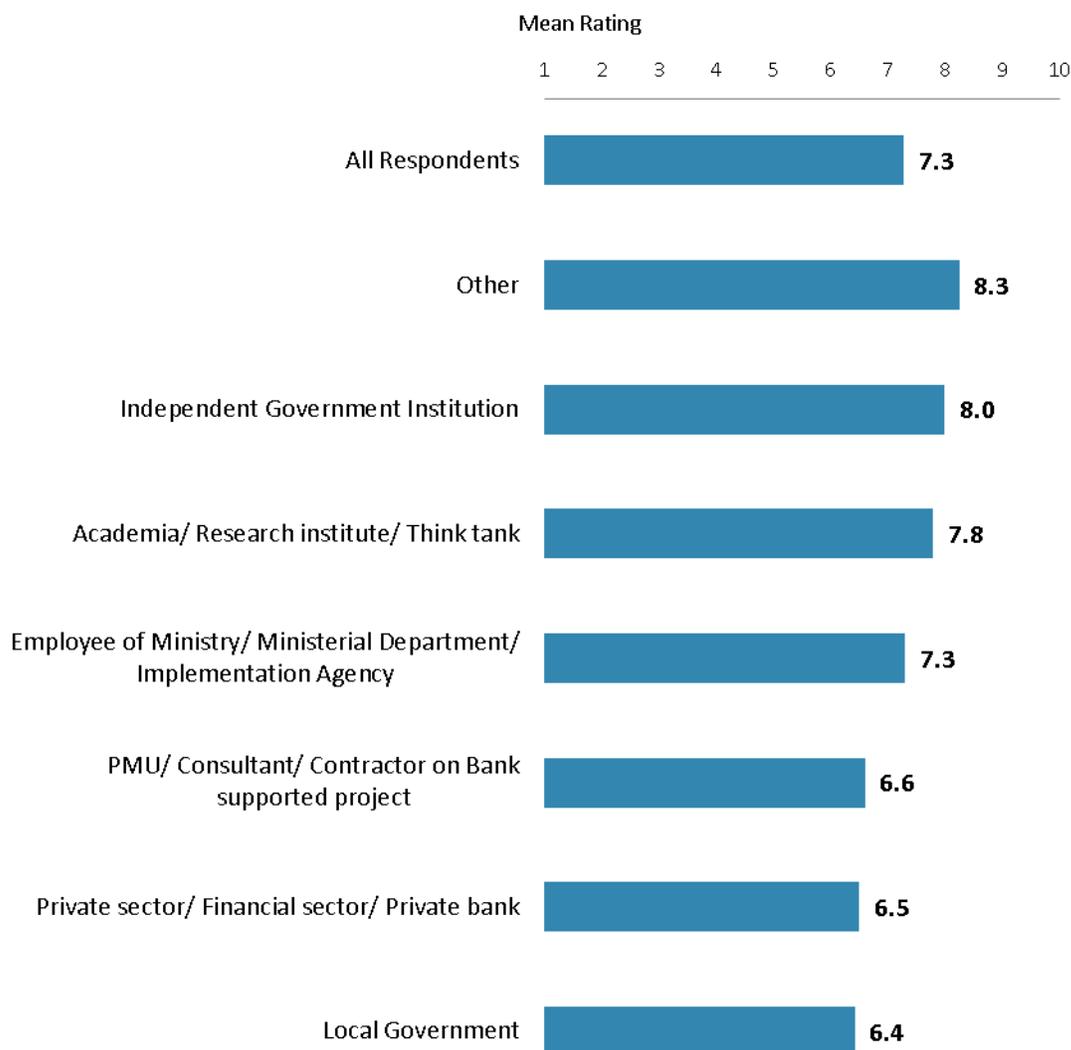


"To what extent does the World Bank's work help to achieve development results in Poland?"  
 (1 - "To no degree at all", 10 - "To a very significant degree")

## V. Overall Attitudes toward the World Bank (continued)

### Staff Preparedness (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the extent to which the World Bank's staff is well prepared to help Poland solve its most complicated development challenges.

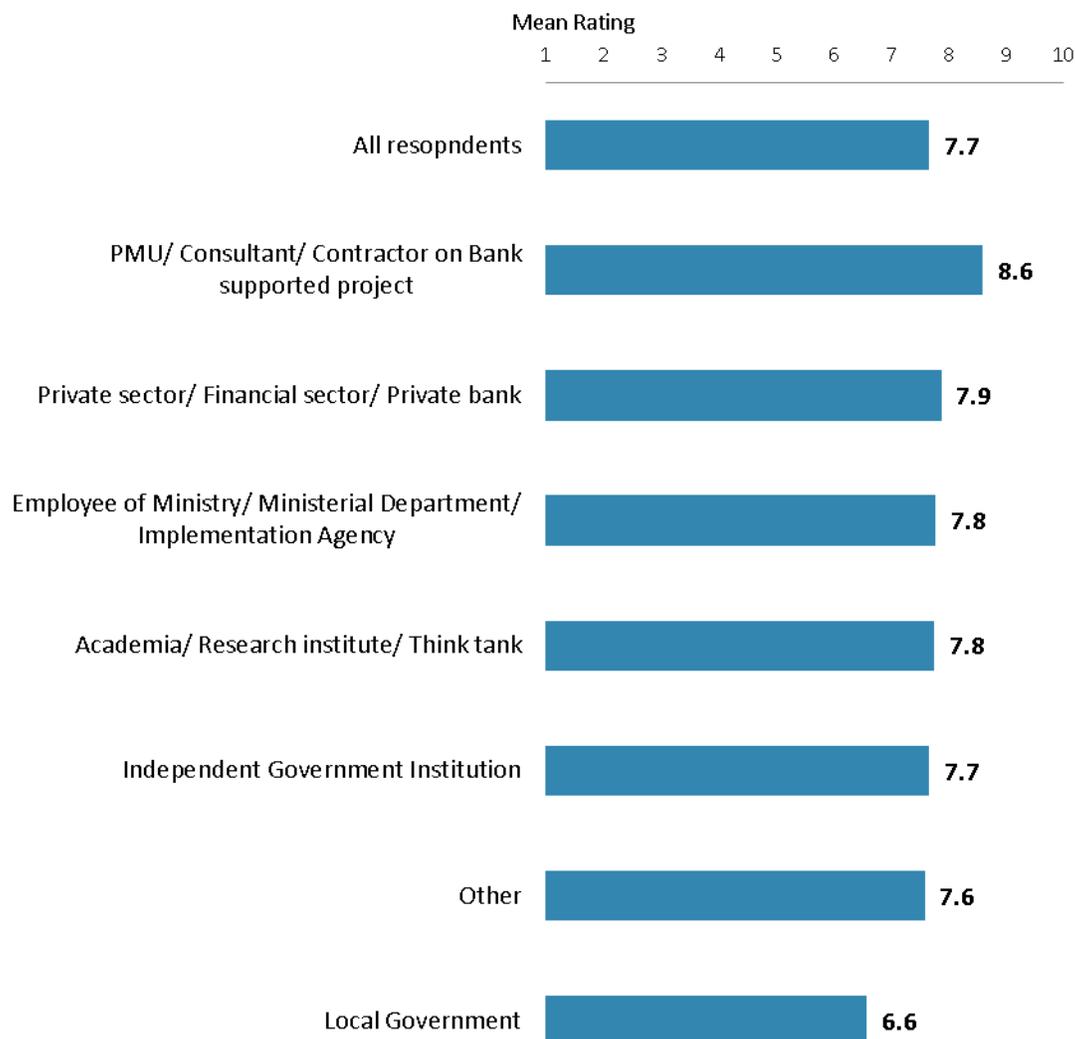


"To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Poland solve its most complicated development challenges?"  
*(1-"To no degree at all", 10-"To a very significant degree")*

## V. Overall Attitudes toward the World Bank (continued)

### The World Bank's Responsiveness

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the World Bank's responsiveness in supporting Poland's development agenda.

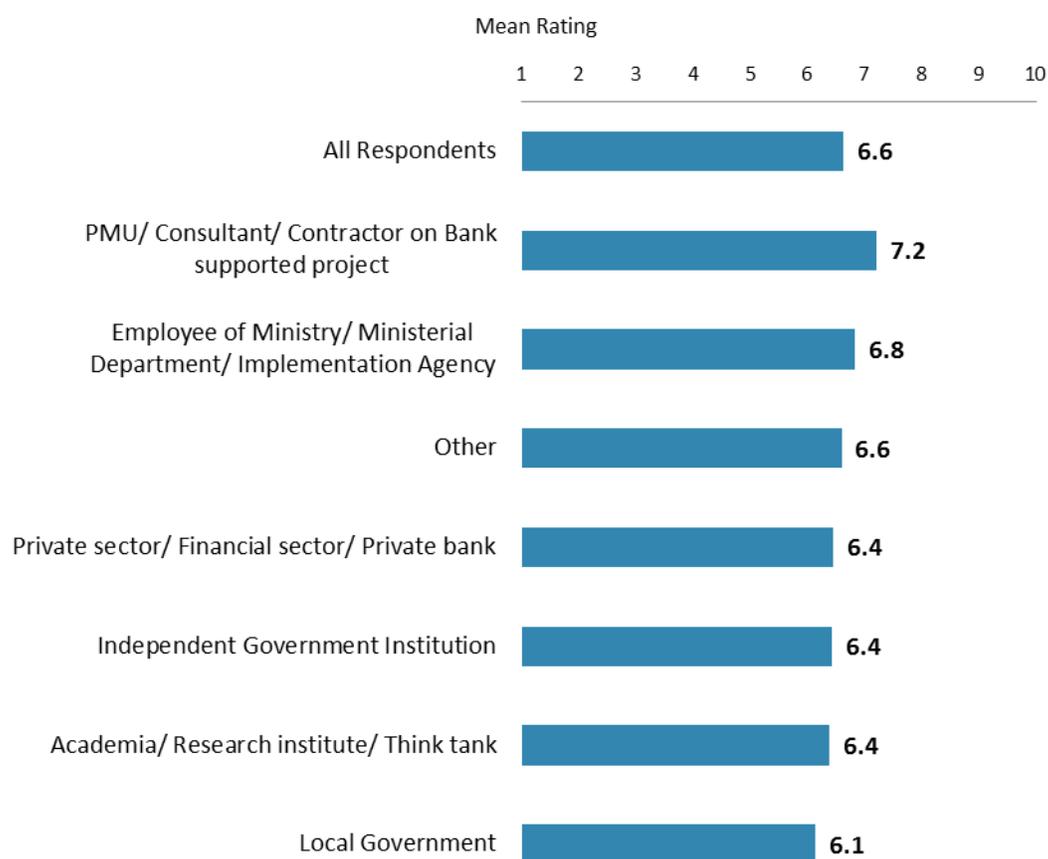


"Please rate your impression of the World Bank's responsiveness in supporting Poland's development agenda." (1-"Not responsive at all", 10-"Very responsive")

## V. Overall Attitudes toward the World Bank (continued)

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- There were no significant differences across stakeholder groups in their aggregated responses to fifteen indicator questions (responses to indicator questions across all stakeholder groups can be found in Appendix E, page 89).

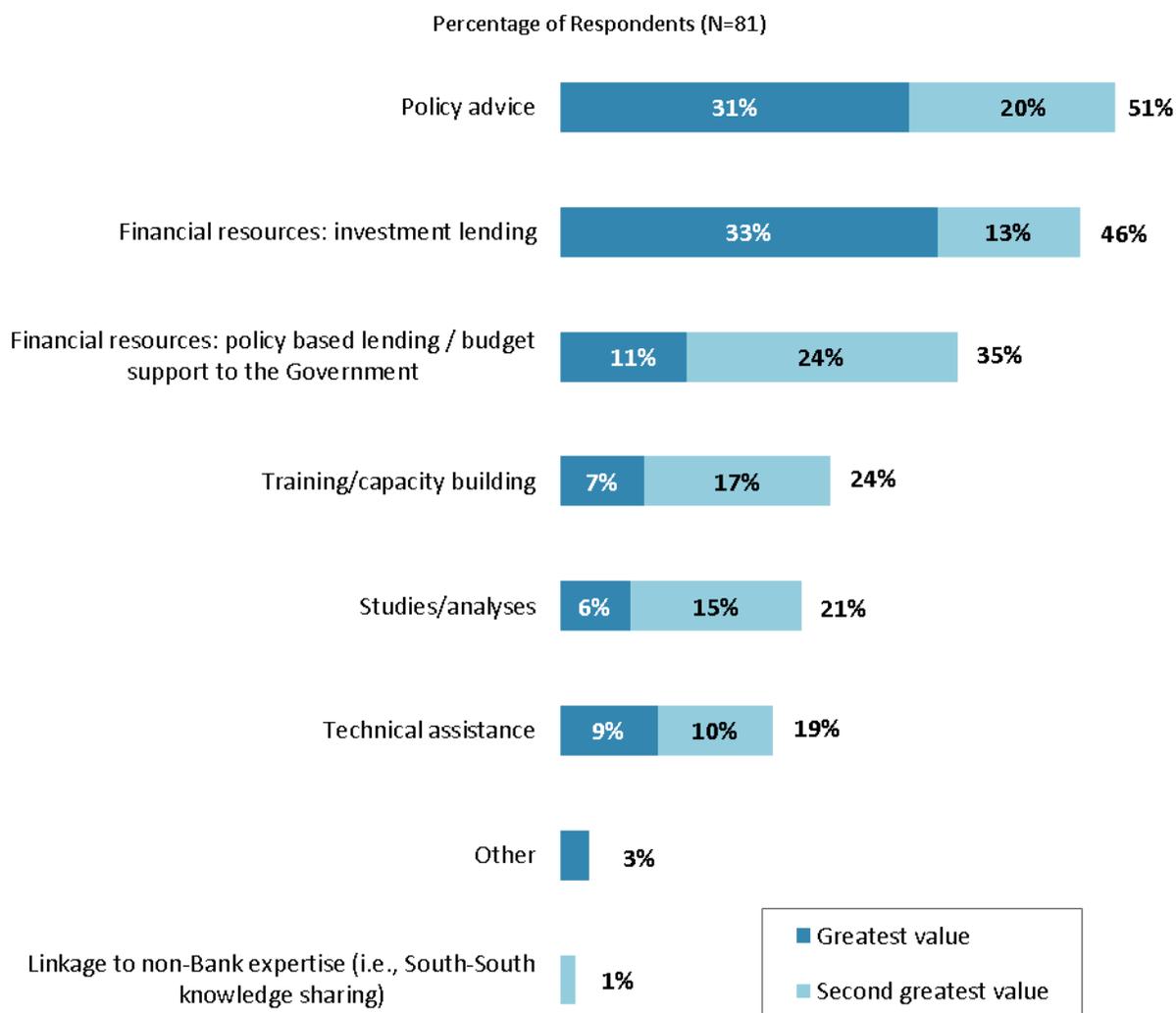


Aggregate ratings for ALL indicator questions by stakeholder groups on a scale from 1 to 10.

\* Responses to all indicator questions can be found in Appendices D and E.

## V. Overall Attitudes toward the World Bank (continued)

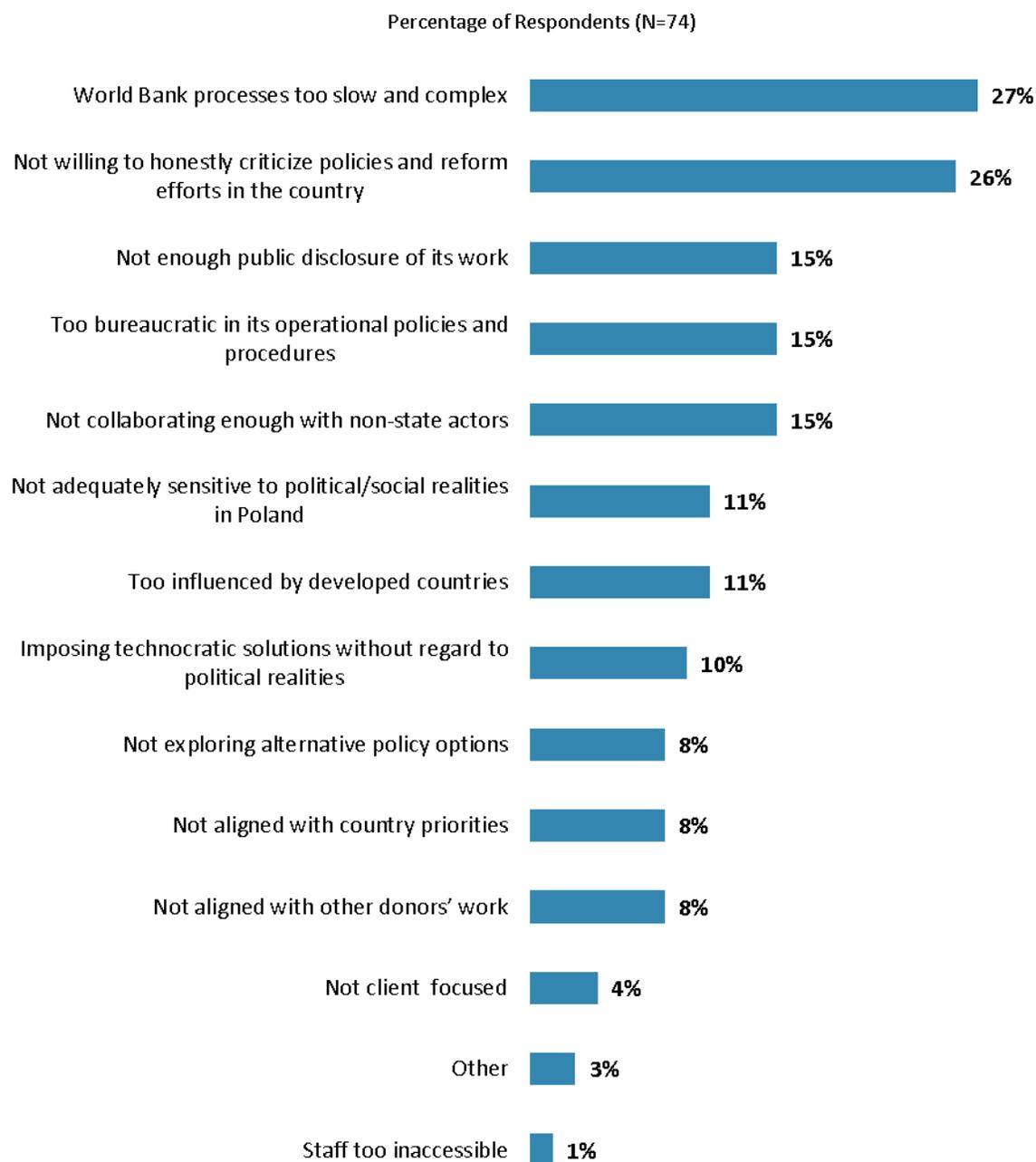
### Greatest Value



"When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Poland?" (Respondents chose from a list.)

## V. Overall Attitudes toward the World Bank (continued)

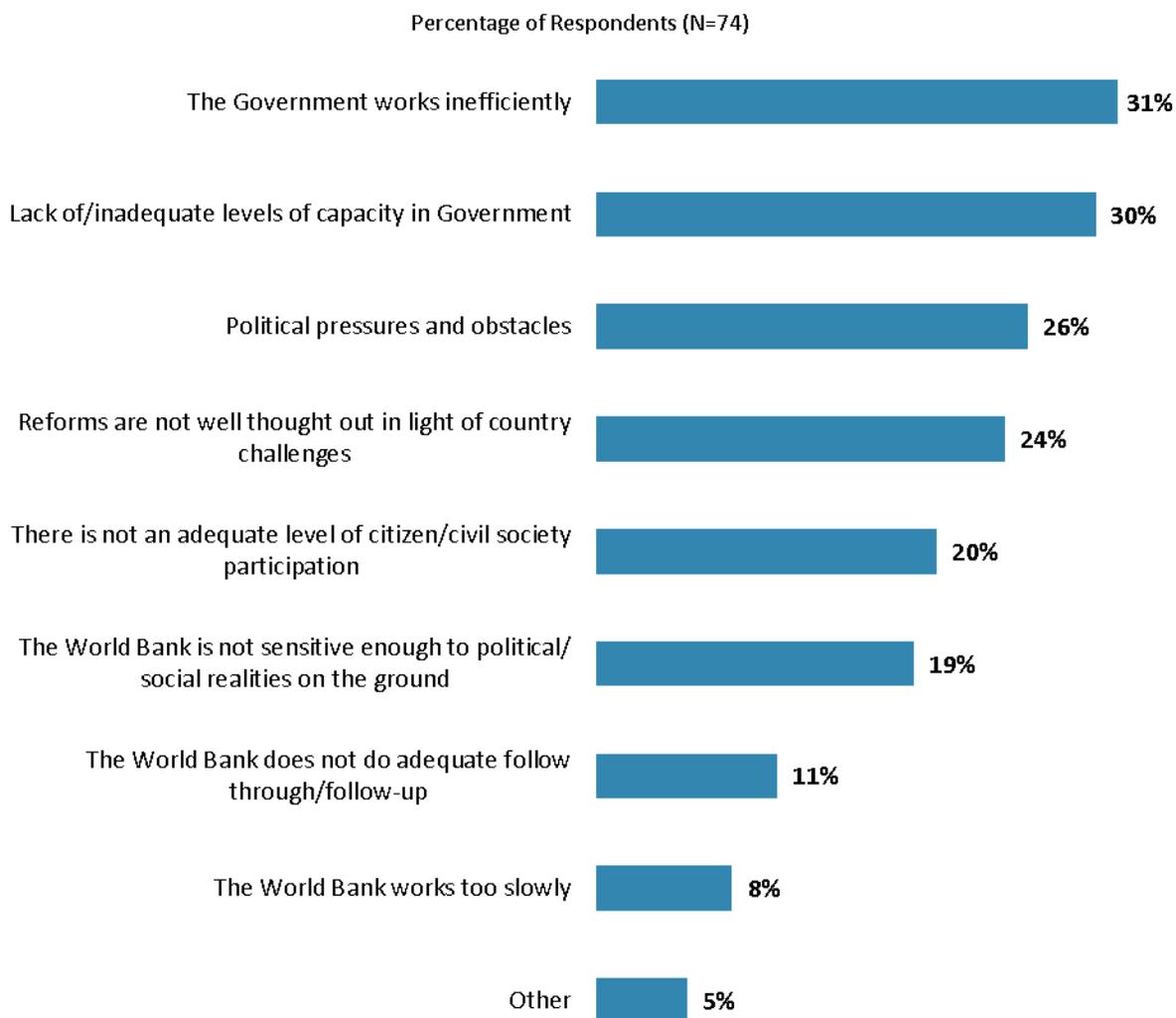
### Greatest Weakness



"Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Poland? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank (continued)

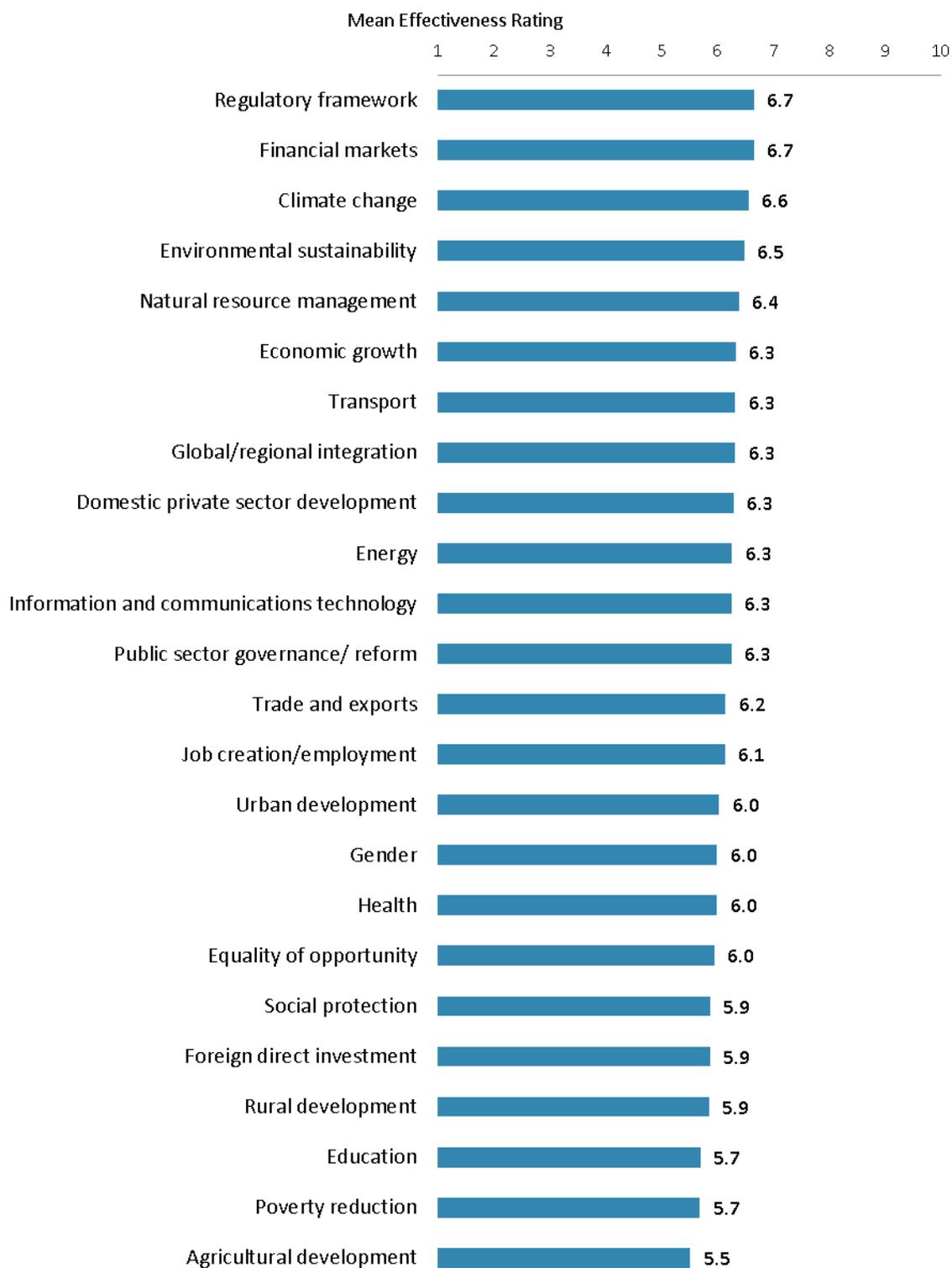
### Attributing Slow or Failed Reform Efforts



"When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness



(1-"Not effective at all", 10-"Very effective")

## VI. Sectoral Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- There was one instance in which there were significant stakeholder group differences across these twenty four areas of development. Respondents from private sector organizations/financial sector/private banks and academia/research institutes/think tanks gave the highest ratings for the Bank's effectiveness in the education sector whereas employees of ministries/ministerial departments/implementation agencies and respondents from PMUs/consultants/contractors on Bank-supported projects gave significantly lower effectiveness ratings.
- Respondents across all geographic locations in Poland gave statistically similar ratings for the World Bank's effectiveness in these twenty four areas of development.
- Responses across all stakeholder groups and geographic locations can be found in the Appendix.

## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve development results in Poland, bivariate correlational analyses were conducted using respondents' ratings of the twenty four specific areas of effectiveness.

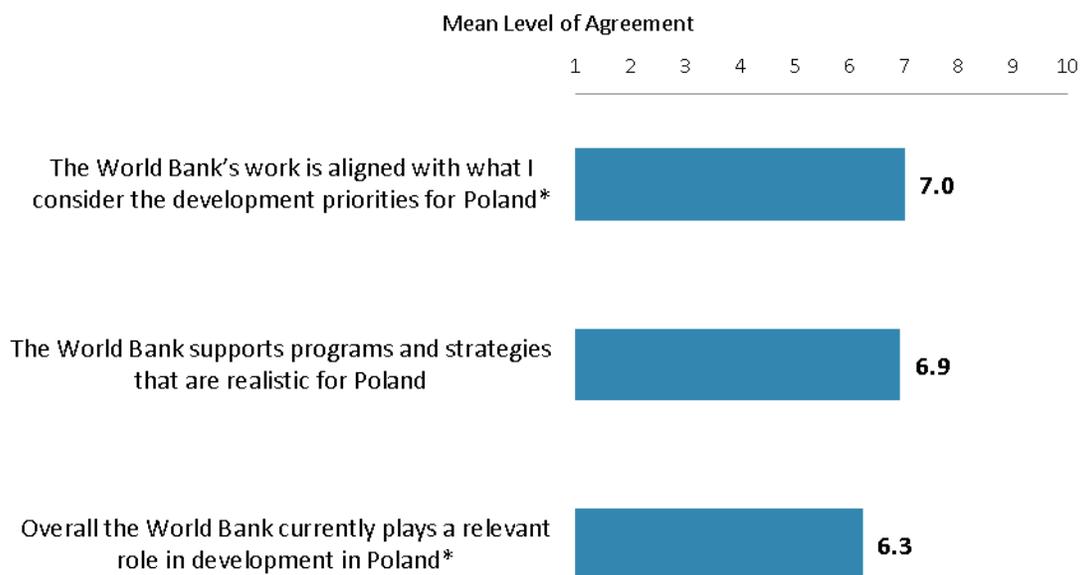
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank's overall effectiveness or perceptions of the Bank's ability to help achieve development results.

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Poland. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at equality of opportunity;
  - The Bank's effectiveness at trade and exports; and
  - The Bank's effectiveness at job creation/employment.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve development results in Poland, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at economic growth;
  - The Bank's effectiveness at natural resource management;
  - The Bank's effectiveness at domestic private sector development;
  - The Bank's effectiveness at trade and exports; and
  - The Bank's effectiveness at equality of opportunity.

## VII. How the World Bank Operates

### The World Bank's Work in Poland

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement with the following statements.



"To what extent do you agree with the following statements about the World Bank's work in Poland?" (1-"Strongly disagree", 10-"Strongly agree")

*\*Indicator Question*

## VII. How the World Bank Operates (continued)

### Overall Perceptions

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement with all these statements, including the indicator question (“Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them”).



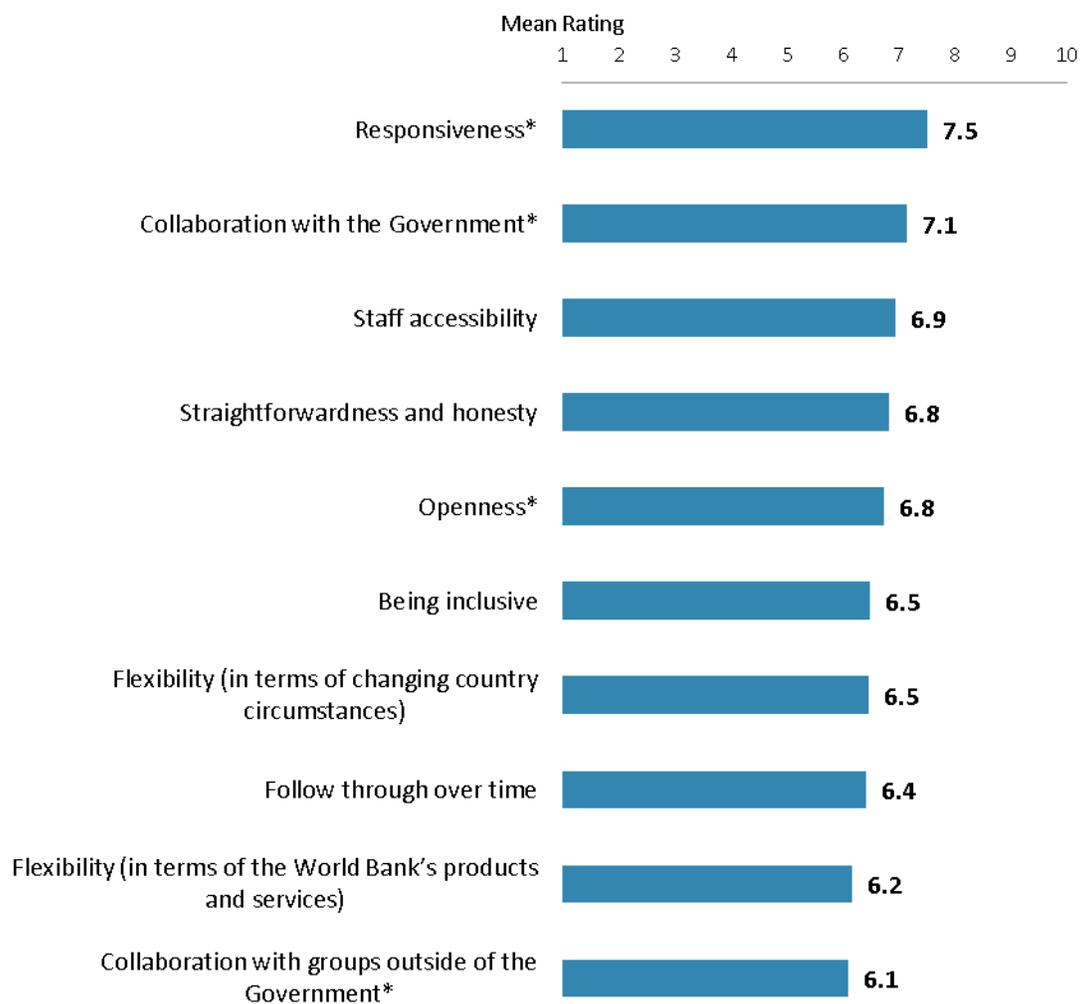
"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")

\* Indicator Question

## VII. How the World Bank Operates (continued)

### The World Bank as an Effective Development Partner

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for all of the following qualities of the World Bank as an effective development partner, including the indicator questions (Bank's responsiveness, openness, and collaboration with the Government and groups outside the Government).



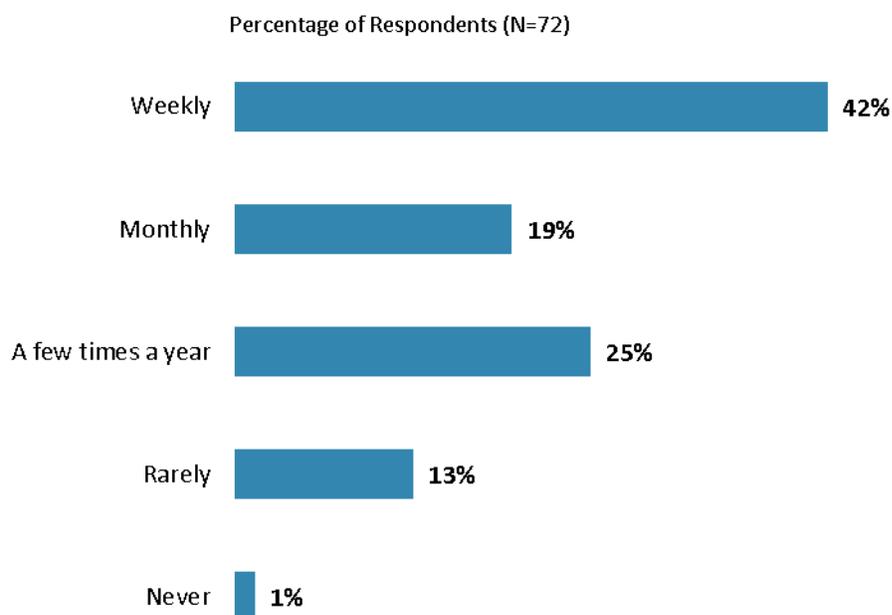
"To what extent is the World Bank an effective development partner in Poland in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

\*Indicator Question

## VIII. World Bank Knowledge and Instruments

### Frequency of Consulting World Bank Knowledge Work and Activities

- Employees of ministries/ministerial departments/implementation agencies and respondents from academia/research institutes/think tanks tended to indicate that they consulted Bank knowledge more often than respondents from other stakeholder groups.

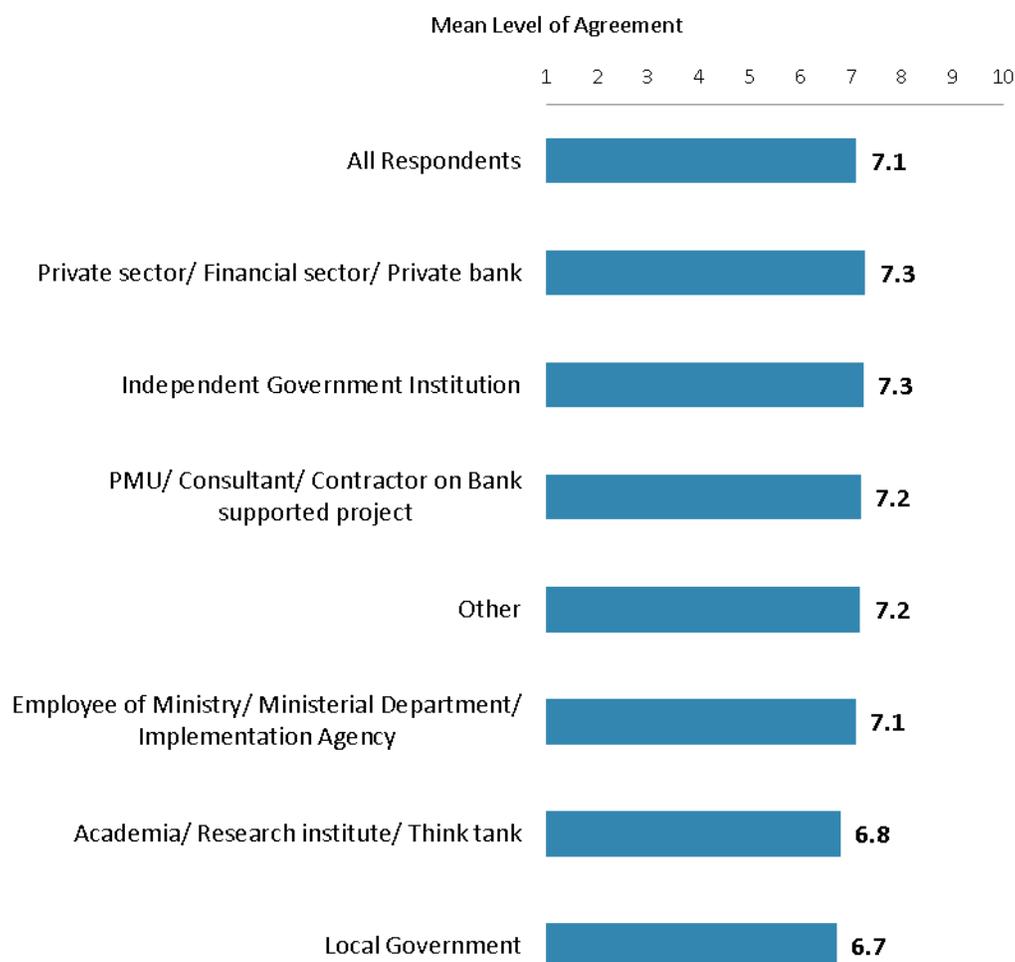


"How frequently do you consult World Bank knowledge work and activities in the work you do?"  
(Respondents chose from a list.)

## VIII. World Bank Knowledge and Instruments (continued)

### Meeting Poland's Knowledge Needs (*Indicator Question*)

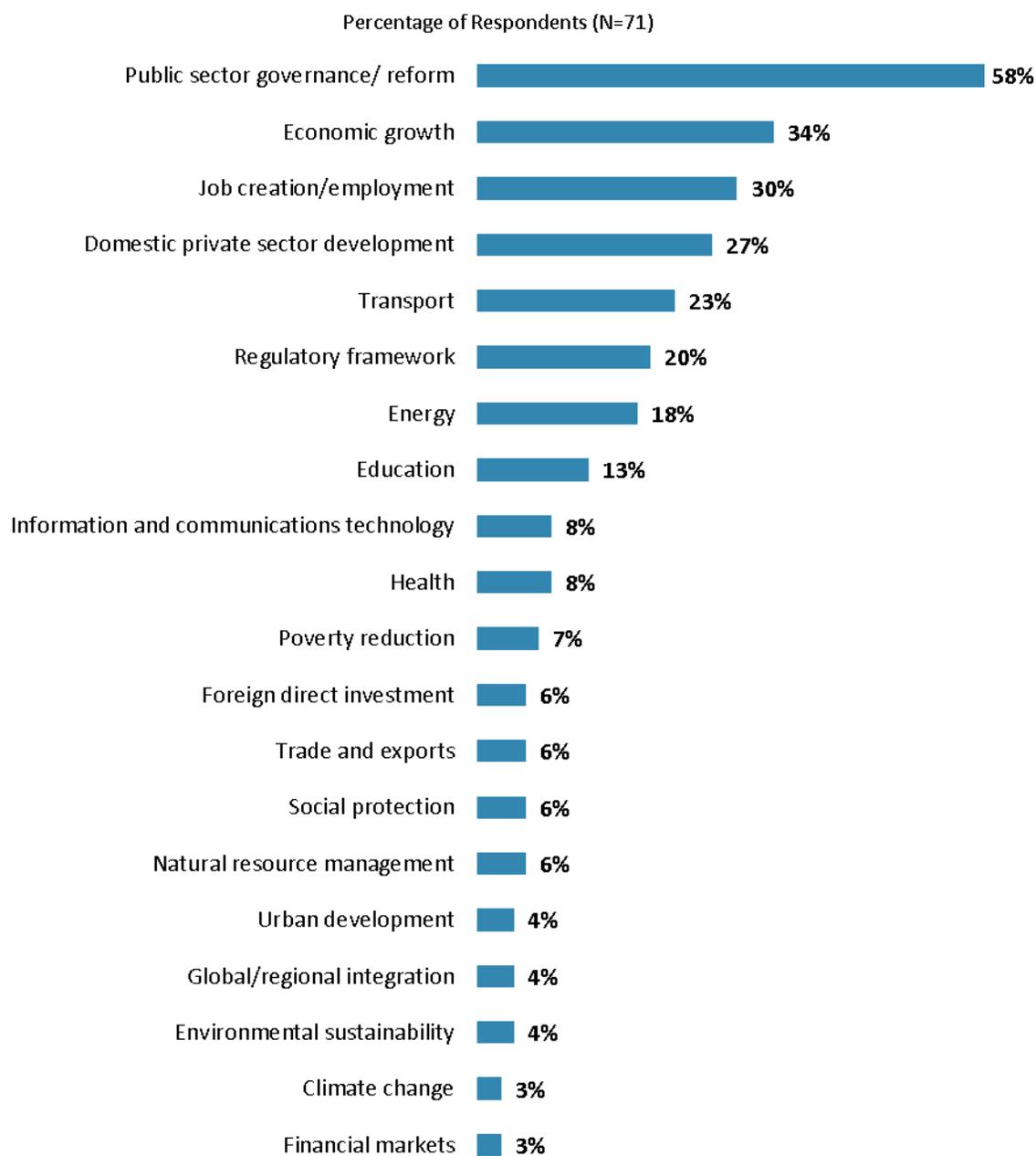
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank meets Poland's needs for knowledge services.



"The World Bank meets Poland's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

## VIII. World Bank Knowledge and Instruments (continued)

### Knowledge: Focusing Bank Research

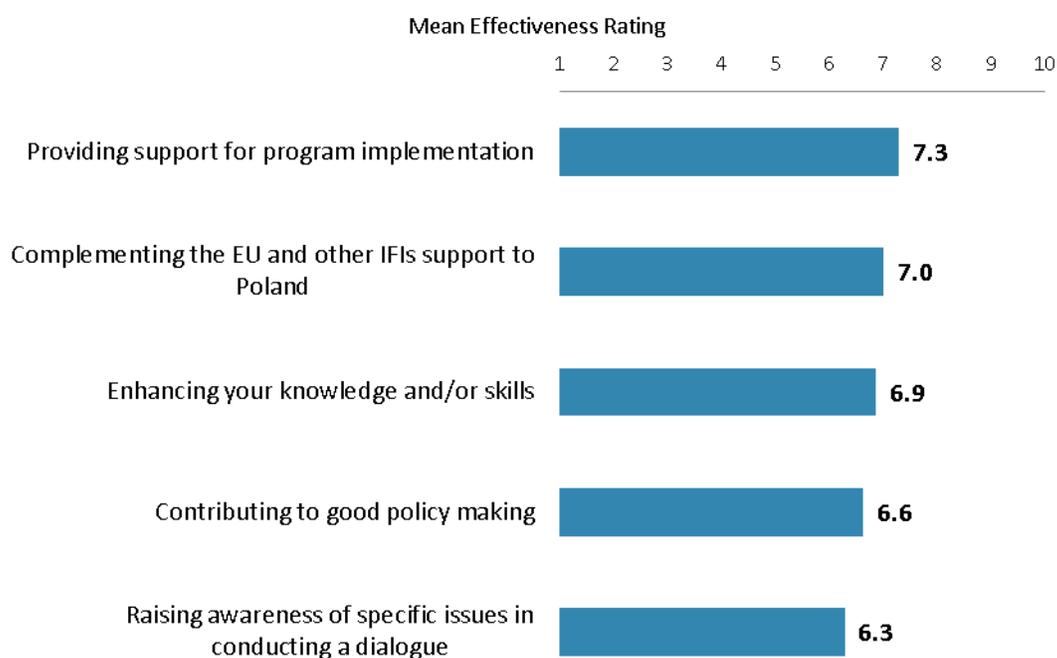


“When thinking about the development challenges in Poland, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)

## VIII. World Bank Knowledge and Instruments (continued)

### Bank's Knowledge Work and Activities: Effectiveness

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for effectiveness of the World Bank's knowledge work and activities in all these areas.

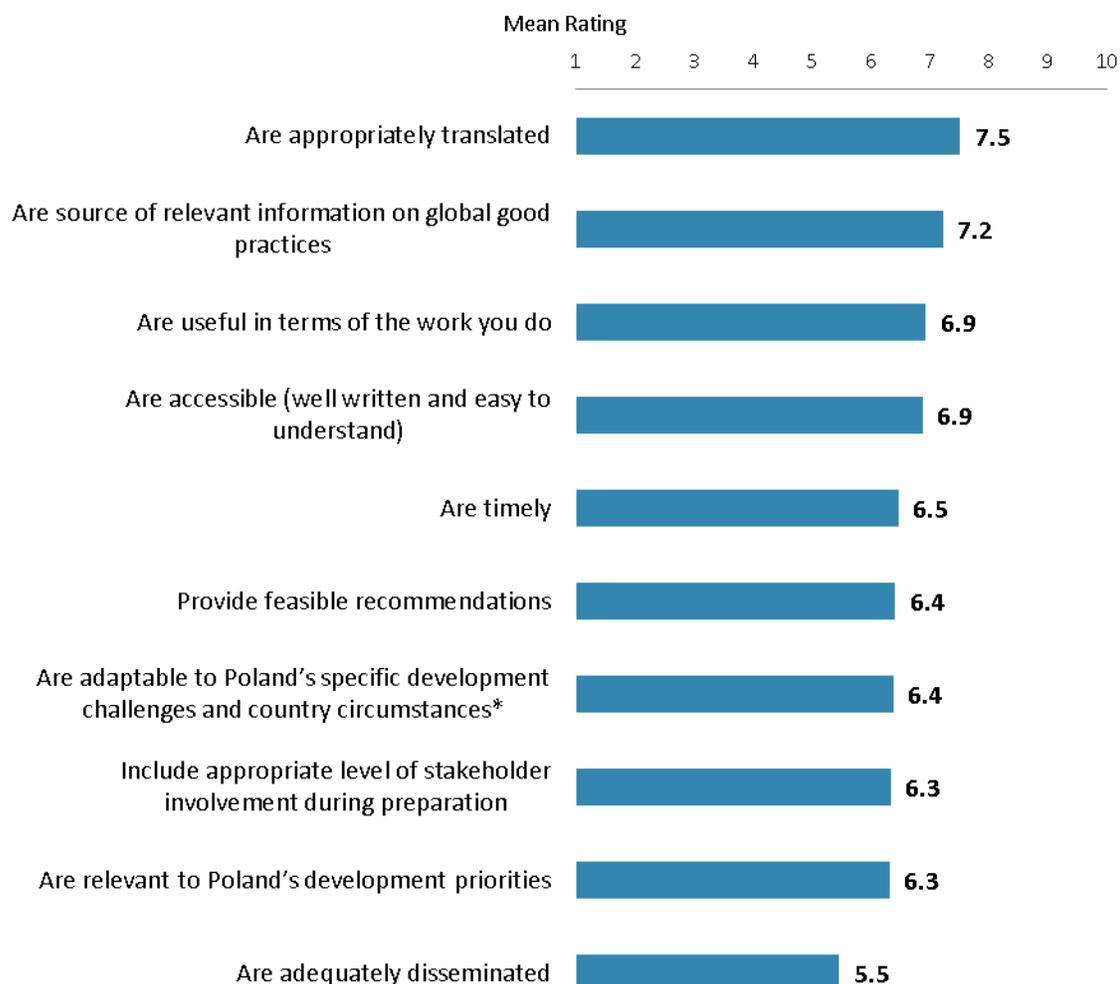


"In Poland, how effective do you believe the World Bank's knowledge work and activities are at:"  
 (1-"Not effective at all", 10-"Very effective")

## VIII. World Bank Knowledge and Instruments (continued)

### Qualities of the Bank's Knowledge Work and Activities

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for all of the following qualities of the Bank's knowledge work and activities, including the indicator question ("The World Bank's knowledge work and activities are adaptable to Poland's specific development challenges and country circumstances").



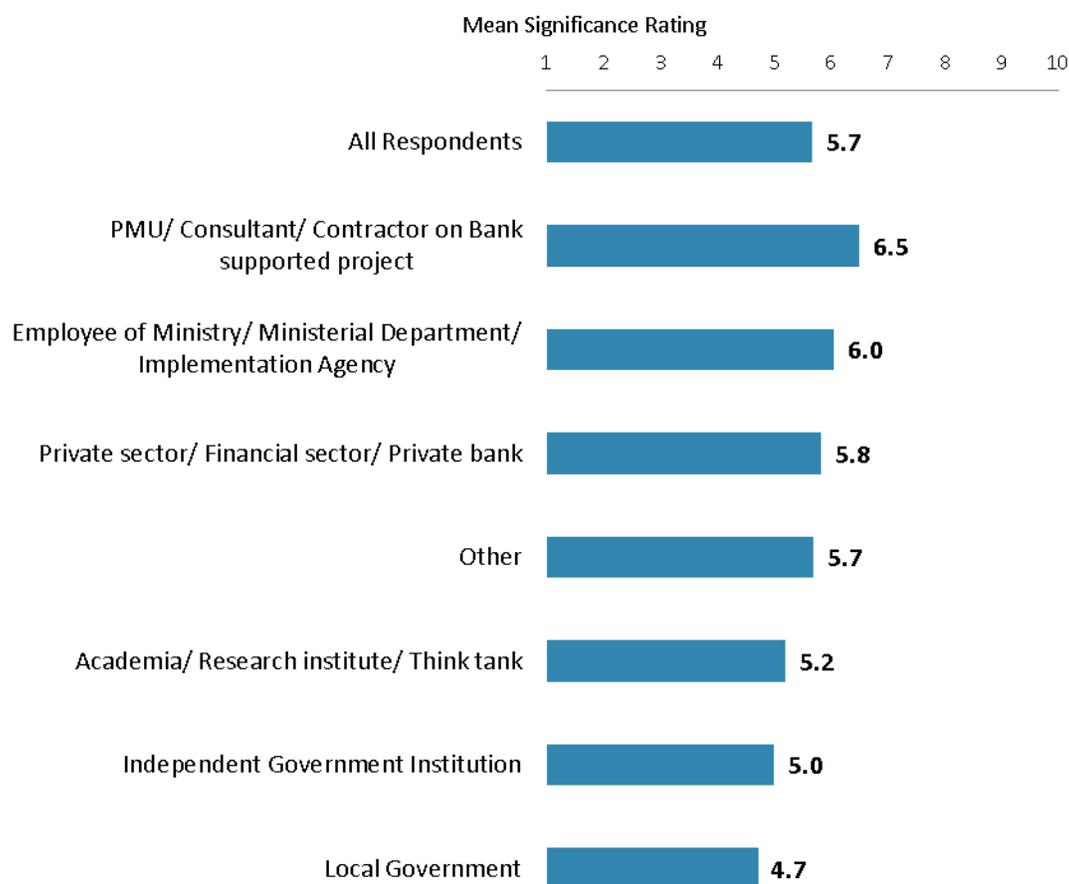
"In Poland, to what extent do you believe that the World Bank's knowledge work and activities:"  
(1-"To no degree at all", 10-"To a very significant degree")

\*Indicator Question

## VIII. World Bank Knowledge and Instruments (continued)

### Contribution of the Bank's Knowledge Work and Activities (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in Poland.

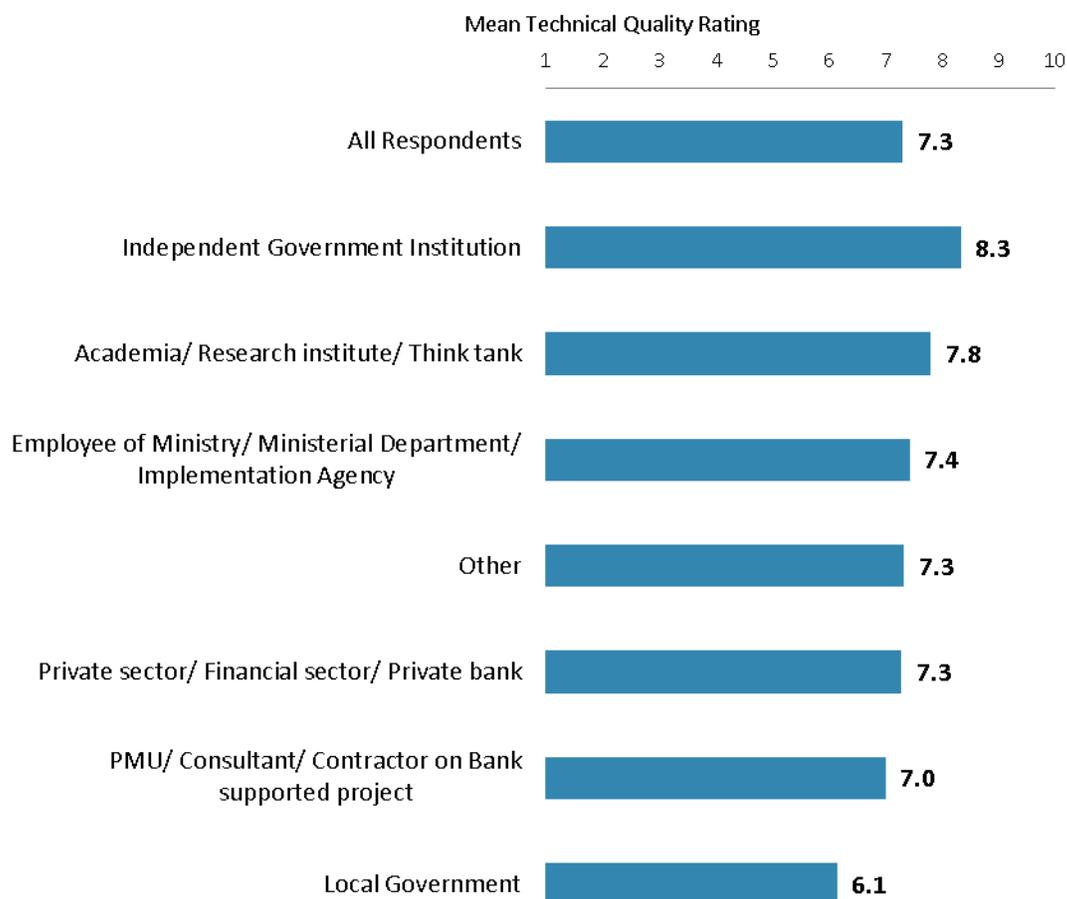


"Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?"  
*(1-"Not significant at all", 10-"Very significant")*

## VIII. World Bank Knowledge and Instruments (continued)

### Technical Quality of the Bank's Knowledge Work and Activities (*Indicator Question*)

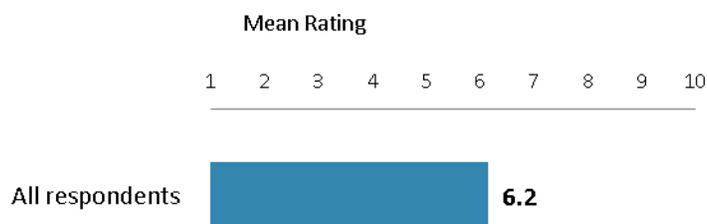
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the technical quality of the World Bank's knowledge work and activities.



"Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

## VIII. World Bank Knowledge and Instruments (continued)

### World Bank's Fee-Based Products/Services



"To what extent do you believe that Poland received value for money from the World Bank's products/services that were paid for on a fee for service basis?"  
(1-"To no degree at all", 10-"To a very significant degree")

### World Bank's Effectiveness in Sharing Global Knowledge

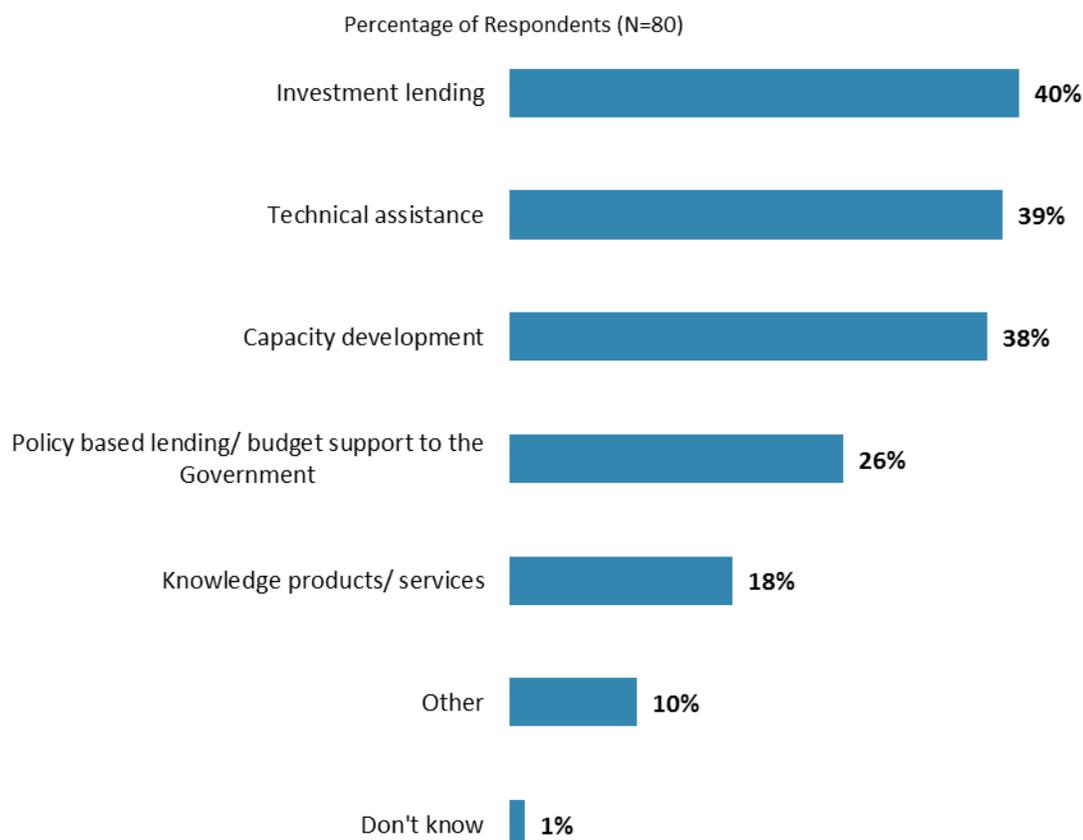


"Please rate the World Bank's effectiveness in sharing global knowledge."  
(1-"Not effective at all", 10-"Very effective")

## VIII. World Bank Knowledge and Instruments (continued)

### Most Effective Instruments in Reducing Poverty and Boosting Shared Prosperity

- Respondents from PMUs/consultants/contractors on Bank-supported projects tended to indicate “investment lending” as the World Bank’s most effective instrument more often than respondents from other stakeholder groups.
- Respondents from private sector organizations/financial sector/private banks tended to indicate “technical assistance” as the Bank’s most effective instrument more often than respondents from other stakeholder groups.

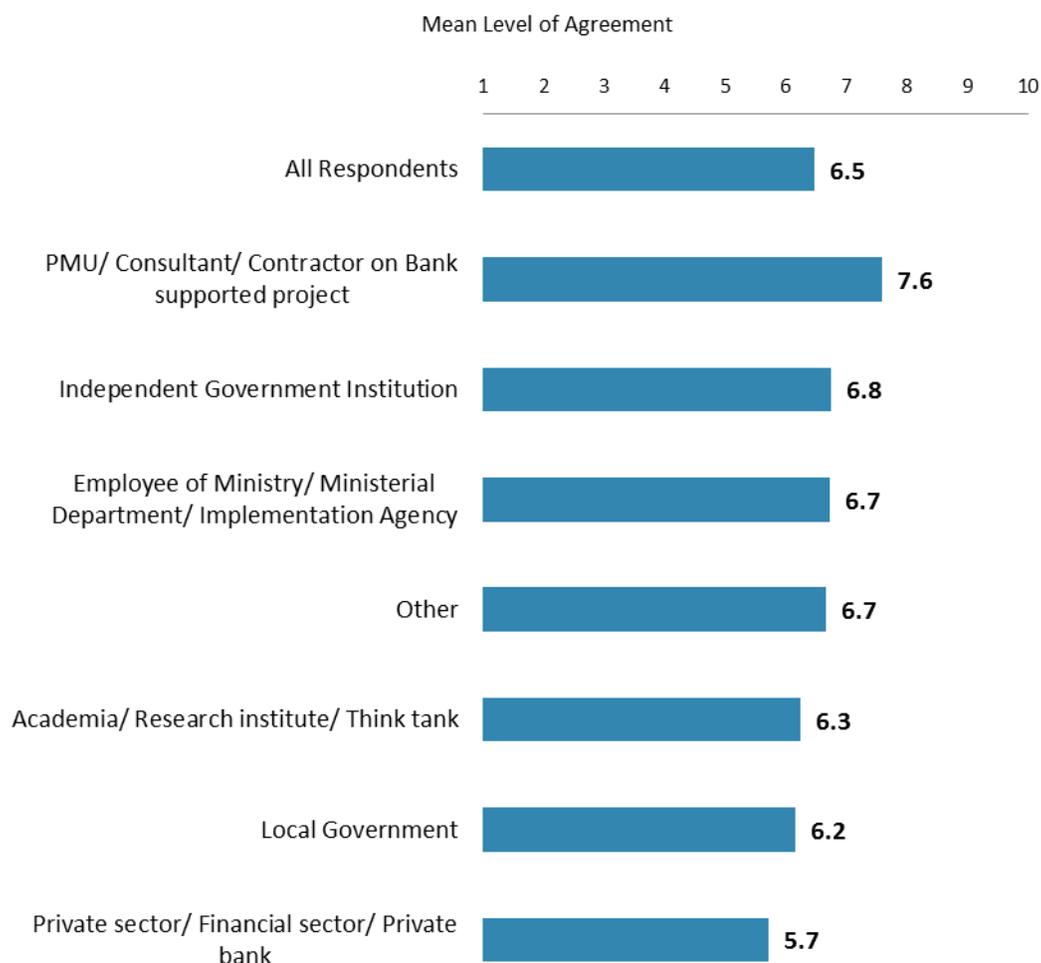


“Which World Bank instruments do you believe are the MOST effective in reducing poverty and boosting shared prosperity in Poland? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

## VIII. World Bank Knowledge and Instruments (continued)

### Meeting Poland's Needs for Financial Instruments (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the Bank's financial instruments meet Poland's needs.



"The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Program 4 Result, etc.) meet the needs of Poland."  
 (1-"Strongly disagree", 10-"Strongly agree")

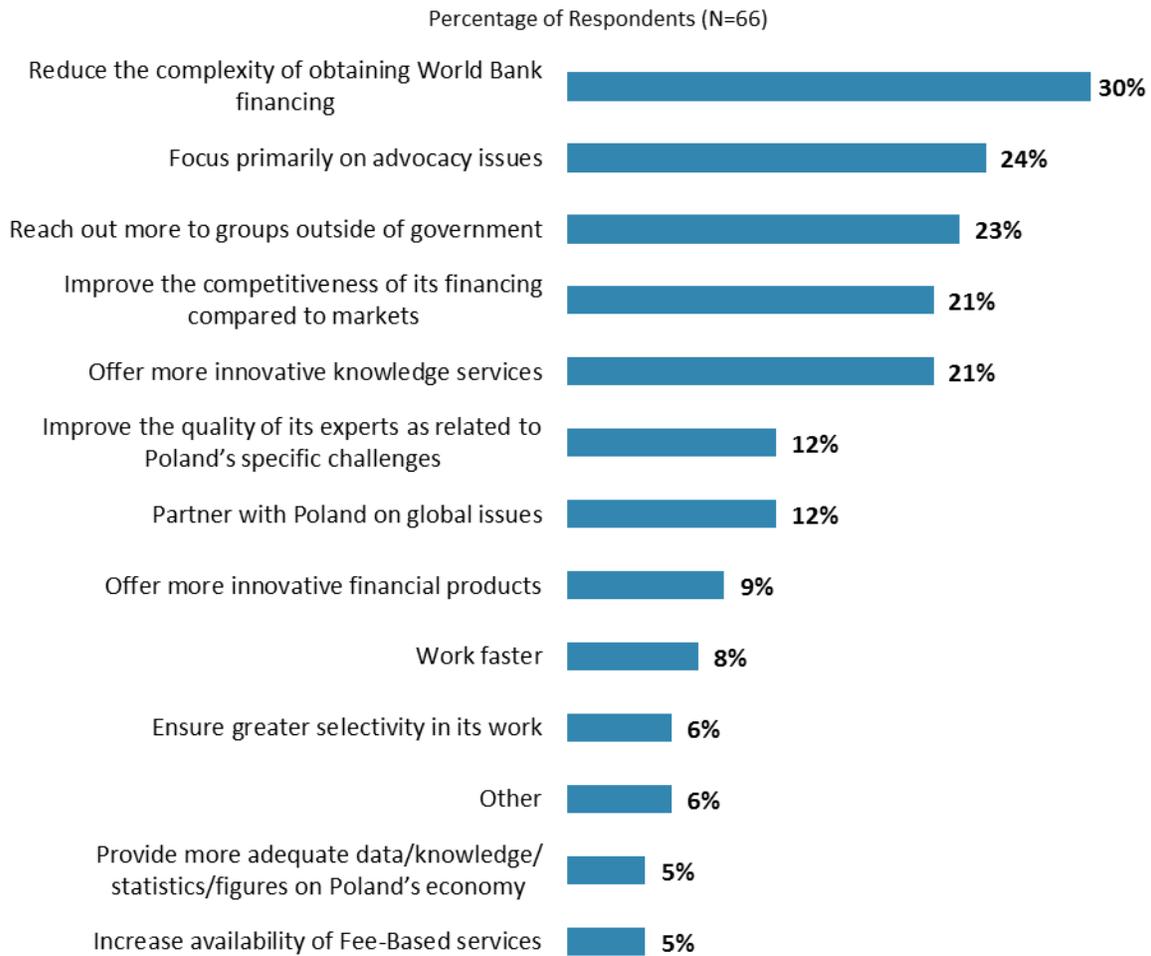
## IX. The Future Role of the World Bank in Poland

### Role Significance



“How significant a role do you believe the World Bank SHOULD play in Poland’s development in the near future?” (1-“Not a significant role at all”, 10-“Very significant role”)

### Making the World Bank of Greater Value

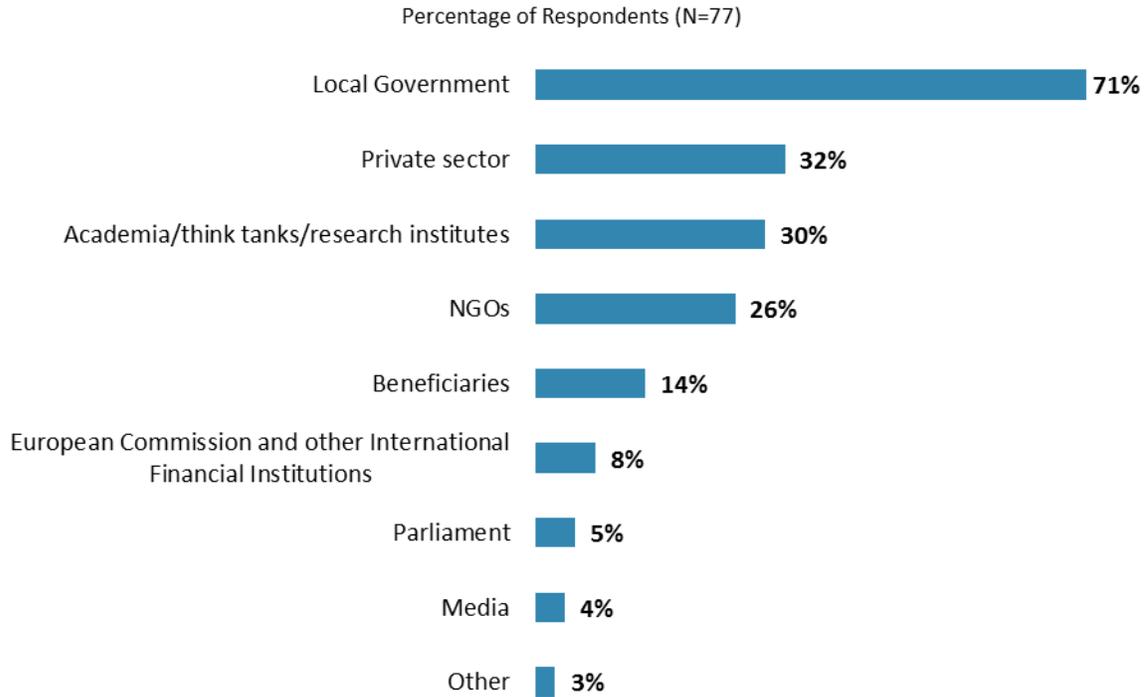


“Which of the following SHOULD the World Bank do to make itself of greater value in Poland? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## IX. The Future Role of the World Bank in Poland (continued)

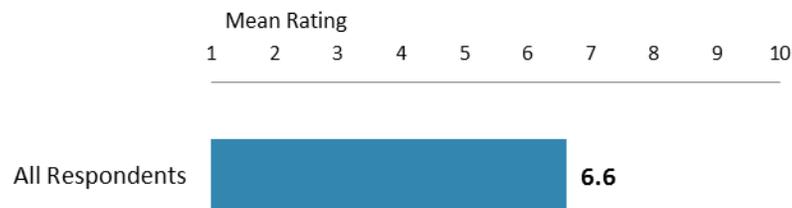
### Collaborating with Stakeholders in Poland

- A majority of respondents across all stakeholder groups indicated that the World Bank should collaborate more with local governments to ensure better development results in Poland.



"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)

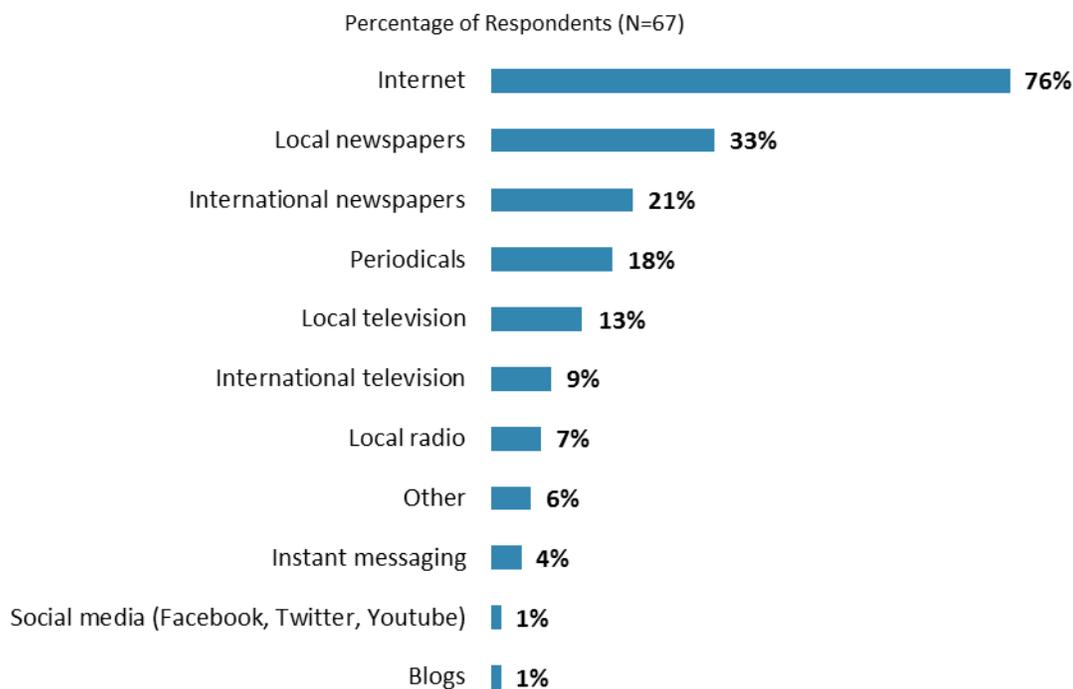
### Influencing the Global Development Agenda



"To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.)?" (1 - "To no degree at all", 10 - "To a very significant degree")

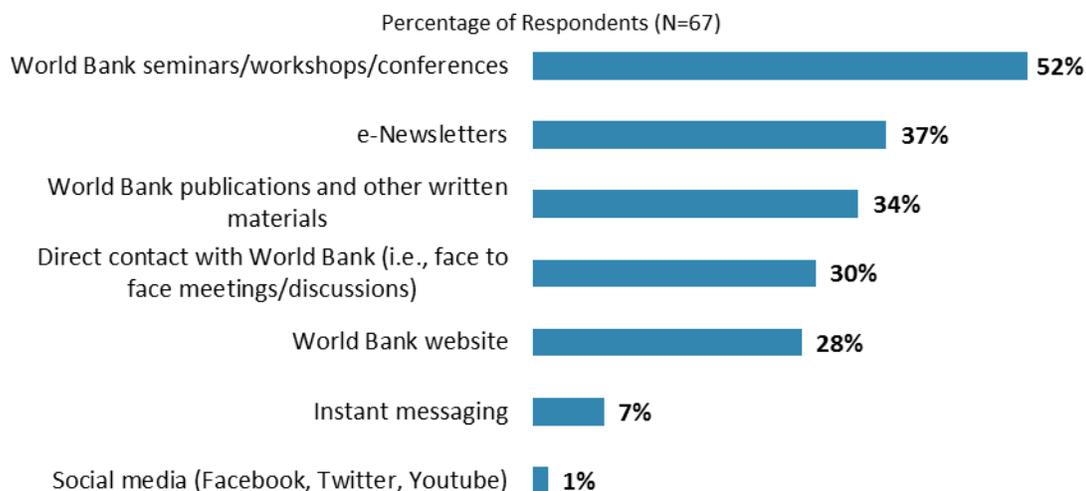
## X. Communication and Openness

### General Information Sources



"How do you get most of your information about economic and social development issues in Poland? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

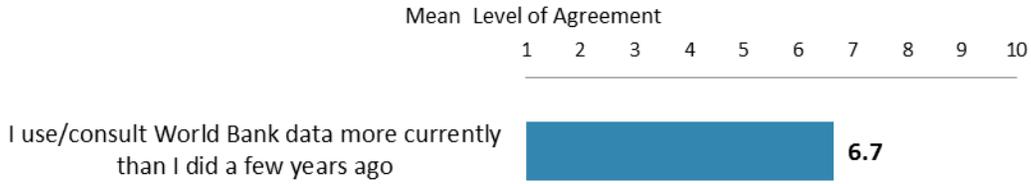
### Preferred Information Sources



"How would you prefer to receive information from the World Bank? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

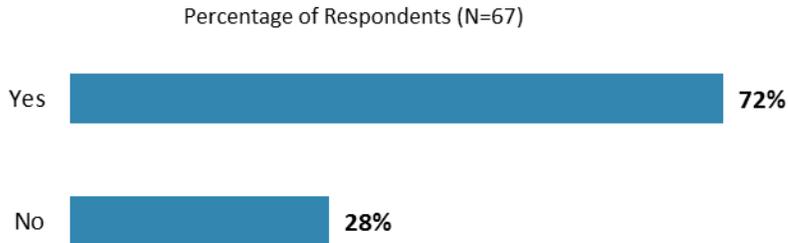
## X. Communication and Openness (continued)

### Access to Information



"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

### Website Usage



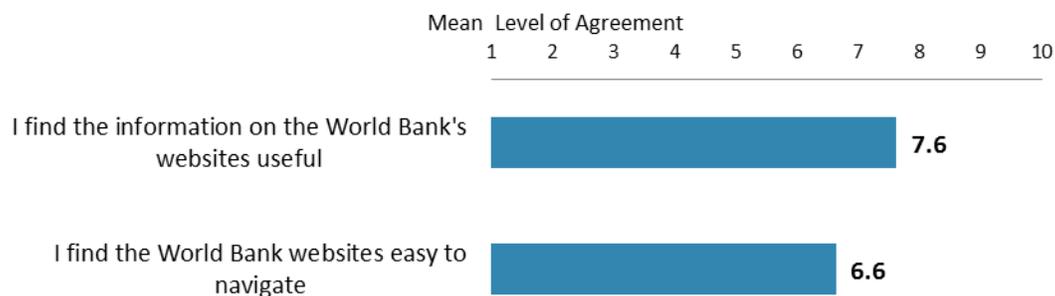
"Do you use/have you used the World Bank website?"



"Which do you primarily use?"

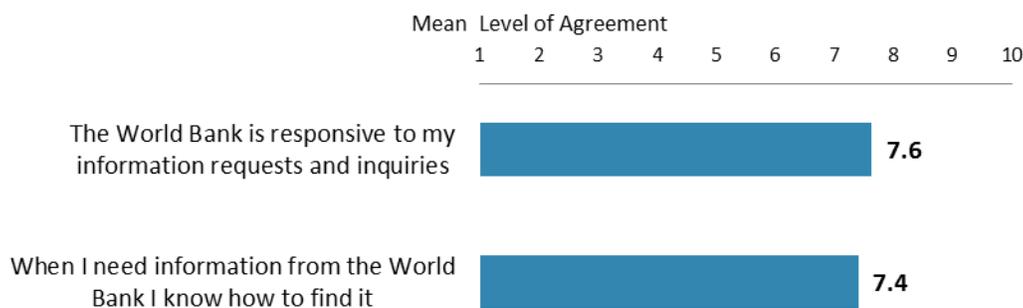
## X. Communication and Openness (continued)

### Website Evaluation



"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

### Information Sharing



"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")

## XI. Appendices

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### Poland



## Appendix A: Responses to All Questions across All Respondents (N=92)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing Poland

1. In general would you say that Poland is headed in ...?	Percentage of Respondents (N=90)
The right direction	74.4%
The wrong direction	16.7%
Not sure	8.9%

2. Listed below are a number of development priorities in Poland. Please identify which of the following you consider the most important development priorities in Poland? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=85)
Public sector governance/ reform	54.1%
Job creation/employment	50.6%
Economic growth	42.4%
Transport	32.9%
Education	25.9%
Domestic private sector development	11.8%
Energy	10.6%
Regulatory framework	9.4%
Social protection	8.2%
Environmental sustainability	8.2%
Health	7.1%
Information and communications technology	5.9%
Poverty reduction	4.7%
Global/regional integration	3.5%
Equality of opportunity	3.5%
Trade and exports	3.5%
Foreign direct investment	2.4%
Rural development	2.4%
Agricultural development	2.4%
Natural resource management	2.4%
Gender	1.2%
Financial markets	1.2%
Climate change	1.2%
Urban development	0.0%

**A. General Issues Facing Poland (continued)**

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty and boosting shared prosperity in Poland? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=84)</b>
Economic growth	65.5%
Job creation/employment	63.1%
Domestic private sector development	35.7%
Education	31.0%
Public sector governance/ reform	21.4%
Rural development	15.5%
Equality of opportunity	10.7%
Social protection	9.5%
Transport	9.5%
Global/regional integration	7.1%
Regulatory framework	7.1%
Information and communications technology	4.8%
Foreign direct investment	4.8%
Health	3.6%
Trade and exports	2.4%
Urban development	1.2%
Energy	1.2%
Natural resource management	1.2%
Agricultural development	1.2%
Climate change	0.0%
Gender	0.0%
Environmental sustainability	0.0%
Financial markets	0.0%

**A. General Issues Facing Poland (continued)**

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Poland? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=82)</b>
Domestic private sector development	45.1%
Public sector governance/ reform	35.4%
Transport	34.1%
Job creation/employment	28.0%
Foreign direct investment	23.2%
Trade and exports	20.7%
Energy	18.3%
Education	18.3%
Information and communications technology	17.1%
Regulatory framework	14.6%
Global/regional integration	13.4%
Rural development	8.5%
Natural resource management	4.9%
Environmental sustainability	3.7%
Equality of opportunity	2.4%
Agricultural development	2.4%
Financial markets	2.4%
Climate change	1.2%
Urban development	1.2%
Health	1.2%
Gender	0.0%
Social protection	0.0%

**B. Overall Attitudes toward the World Bank**

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank in Poland? (1-Not familiar at all, 10-Extremely familiar)	83	0	6.70	1.85
<b>Overall Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank's effectiveness in Poland. (1-Not effective at all, 10-Very effective)	75	8	6.49	1.61
<b>Staff Preparedness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Poland solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	73	10	7.29	1.48
<b>Bank's Responsiveness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. Please rate your impression of the World Bank's responsiveness in supporting Poland's development agenda. (1- Not responsive at all, 10-Very responsive)	74	9	7.66	1.65

**B. Overall Attitudes toward the World Bank (continued)**

<b>5. When thinking about how the World Bank can have the most impact on development results in Poland, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Poland? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=81)</b>
Public sector governance/ reform	55.6%
Economic growth	35.8%
Job creation/employment	29.6%
Transport	27.2%
Domestic private sector development	17.3%
Regulatory framework	17.3%
Energy	13.6%
Global/regional integration	12.3%
Education	11.1%
Poverty reduction	9.9%
Health	9.9%
Rural development	7.4%
Environmental sustainability	6.2%
Social protection	4.9%
Equality of opportunity	4.9%
Natural resource management	4.9%
Urban development	3.7%
Climate change	3.7%
Trade and exports	3.7%
Information and communications technology	3.7%
Financial markets	2.5%
Foreign direct investment	1.2%
Gender	0.0%
Agricultural development	0.0%

<b>6. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Poland?</b>	<b>Percentage of Respondents (N=81)</b>		
	<b>Greatest Value</b>	<b>2<sup>nd</sup> Greatest Value</b>	<b>Combined</b>
Policy advice	30.9%	20.3%	51.1%
Financial resources: investment lending	33.3%	12.7%	46.0%
Financial resources: policy based lending / budget support to the Government	11.1%	24.1%	35.2%
Training/capacity building	7.4%	16.5%	23.9%
Studies/analyses	6.2%	15.2%	21.4%
Technical assistance	8.6%	10.1%	18.8%
Other	2.5%	0.0%	2.5%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	1.3%	1.3%
Data	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%

**B. Overall Attitudes toward the World Bank (continued)**

<b>7. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Poland? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=74)</b>
World Bank processes too slow and complex	27.0%
Not willing to honestly criticize policies and reform efforts in the country	25.7%
Not enough public disclosure of its work	14.9%
Too bureaucratic in its operational policies and procedures	14.9%
Not collaborating enough with non-state actors	14.9%
Not adequately sensitive to political/social realities in Poland	10.8%
Too influenced by developed countries	10.8%
Imposing technocratic solutions without regard to political realities	9.5%
Not exploring alternative policy options	8.1%
Not aligned with country priorities	8.1%
Not aligned with other donors' work	8.1%
Not client focused	4.1%
Other	2.7%
Staff too inaccessible	1.4%
Arrogant in its approach	0.0%
The credibility of its knowledge/data	0.0%

<b>8. Which World Bank instruments do you believe are the MOST effective in reducing poverty and boosting shared prosperity in Poland? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=80)</b>
Investment lending	40.0%
Technical assistance	38.8%
Capacity development	37.5%
Policy based lending/ budget support to the Government	26.3%
Knowledge products/ services	17.5%
Other	10.0%
Don't know	1.3%

<b>Global Development Agenda</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"? (1-To no degree at all, 10-To a very significant degree)	76	4	6.62	2.39

<b>10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=77)</b>
Local Government	71.4%
Private sector	32.5%
Academia/think tanks/research institutes	29.9%
NGOs	26.0%
Beneficiaries	14.3%
European Commission and other International Financial Institutions	7.8%
Parliament	5.2%
Media	3.9%
Other	2.6%
Foundations	0.0%

**B. Overall Attitudes toward the World Bank (continued)**

To what extent do you agree with the following statements about the World Bank's work in Poland? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. Overall the World Bank currently plays a relevant role in development in Poland*	63	12	6.25	2.11
12. The World Bank's work is aligned with what I consider the development priorities for Poland*	68	6	7.03	1.96
13. The World Bank supports programs and strategies that are realistic for Poland	71	3	6.94	1.95
14. The World Bank treats clients and stakeholders in Poland with respect	68	7	8.06	2.09

To what extent is the World Bank an effective development partner in Poland, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
15. Responsiveness*	66	6	7.52	1.91
16. Flexibility (in terms of the World Bank's products and services)	61	13	6.16	1.78
17. Flexibility (in terms of changing country circumstances)	62	11	6.47	1.79
18. Being inclusive	62	12	6.48	2.03
19. Openness (sharing data and other information)*	68	6	6.75	2.03
20. Staff accessibility	66	8	6.94	1.97
21. Straightforwardness and honesty	63	11	6.83	2.04
22. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)*	46	28	6.11	1.79
23. Collaboration with the Government*	61	12	7.15	2.16
24. Follow through over time	42	32	6.43	1.67

25. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=74)
The Government works inefficiently	31.1%
Lack of/inadequate levels of capacity in Government	29.7%
Political pressures and obstacles	25.7%
Reforms are not well thought out in light of country challenges	24.3%
There is not an adequate level of citizen/civil society participation	20.3%
The World Bank is not sensitive enough to political/social realities on the ground	18.9%
The World Bank does not do adequate follow through/follow-up	10.8%
The World Bank works too slowly	8.1%
Other	5.4%

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Poland? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Information and communications technology	27	29	6.26	1.68
2. Transport	40	18	6.33	1.79
3. Urban development	26	29	6.04	1.68
4. Environmental sustainability	33	23	6.48	1.28
5. Regulatory framework	33	23	6.67	1.51
6. Poverty reduction	36	20	5.69	1.74
7. Gender	17	36	6.00	1.80
8. Domestic private sector development	27	28	6.30	1.81
9. Foreign direct investment	23	32	5.87	1.46
10. Trade and exports	26	30	6.15	1.35
11. Economic growth	41	15	6.34	1.67
12. Energy	30	25	6.27	1.46
13. Public sector governance/ reform	40	15	6.25	1.77
14. Job creation/employment	29	27	6.14	1.68
15. Financial markets	29	28	6.66	0.94
16. Equality of opportunity	21	34	5.95	1.50
17. Health	25	33	6.00	1.61
18. Rural development	28	30	5.86	2.05
19. Global/regional integration	34	22	6.32	1.84
20. Education	31	25	5.71	1.66
21. Social protection	31	26	5.87	1.82
22. Climate change	37	19	6.57	1.76
23. Agricultural development	23	32	5.52	1.47
24. Natural resource management	28	28	6.39	1.62

Achieving Development Results	N	DK	Mean	SD
25. To what extent does the World Bank's work help to achieve development results in Poland?* (1-To no degree at all, 10-To a very significant degree)	65	8	6.06	1.81

To what extent do you agree with the following statements about the World Bank in Poland? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
26. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Program 4 Result, etc.) meet the needs of Poland*	57	16	6.47	1.87
27. The World Bank meets Poland's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	64	9	7.11	1.57

**D. The World Bank's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)**

1. How frequently do you consult World Bank knowledge work and activities in the work you do?	Percentage of Respondents (N=72)
Weekly	41.7%
Monthly	19.4%
A few times a year	25.0%
Rarely	12.5%
Never	1.4%

2. When thinking about the development challenges in Poland, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=71)
Public sector governance/ reform	57.7%
Economic growth	33.8%
Job creation/employment	29.6%
Domestic private sector development	26.8%
Transport	22.5%
Regulatory framework	19.7%
Energy	18.3%
Education	12.7%
Information and communications technology	8.5%
Health	8.5%
Poverty reduction	7.0%
Foreign direct investment	5.6%
Trade and exports	5.6%
Social protection	5.6%
Natural resource management	5.6%
Urban development	4.2%
Global/regional integration	4.2%
Environmental sustainability	4.2%
Climate change	2.8%
Financial markets	2.8%
Equality of opportunity	1.4%
Rural development	1.4%
Gender	0.0%
Agricultural development	0.0%

In Poland, how effective do you believe the World Bank's knowledge work and activities are at: (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
3. Enhancing your knowledge and/or skills	64	6	6.86	1.93
4. Contributing to good policy making	57	12	6.63	1.80
5. Providing support for program implementation	55	12	7.29	1.81
6. Complementing the EU and other IFIs support to Poland	56	14	7.00	1.84
7. Raising awareness of specific issues in conducting a dialogue	63	8	6.29	2.20

**D. The World Bank's Knowledge Work and Activities (continued)**

In Poland, to what extent do you believe that the World Bank's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
8. Are timely	52	14	6.46	1.51
9. Include appropriate level of stakeholder involvement during preparation	51	14	6.33	1.66
10. Are relevant to Poland's development priorities	59	7	6.32	1.61
11. Provide feasible recommendations	60	6	6.42	1.55
12. Are accessible (well written and easy to understand)	61	5	6.89	1.84
13. Are source of relevant information on global good practices	59	7	7.22	1.57
14. Are useful in terms of the work you do	62	4	6.94	2.12
15. Are adequately disseminated	60	5	5.47	2.04
16. Are appropriately translated	52	14	7.52	1.94
17. Are adaptable to Poland's specific development challenges and country circumstances*	58	7	6.38	1.75

Overall Evaluations	N	DK	Mean	SD
18. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?*	61	9	5.67	2.03
19. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?*	61	9	7.31	1.41
20. Please rate the World Bank's effectiveness in sharing global knowledge.	60	10	6.98	1.44
21. To what extent do you believe that Poland received value for money from the World Bank's products/services that were paid for on a fee for service basis?	37	31	6.16	1.68

### E. Working with the World Bank

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank disburses funds promptly	41	18	7.07	1.75
2. The World Bank effectively monitors and evaluates the projects and programs it supports	42	17	7.10	1.72
3. The World Bank's approvals and reviews are done in a timely fashion	41	19	7.59	1.48
4. The World Bank imposes reasonable conditions (administrative requirements) on its lending	42	18	6.24	2.01
5. Working with the World Bank increases Poland's institutional capacity	54	6	7.52	1.68
6. The World Bank ensures consistency and continuity through staff changes	38	21	7.11	1.48
7. The World Bank's teams and visits are well coordinated	49	10	7.35	1.51
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them*	37	22	6.59	2.10
9. The World Bank provides effective implementation support (i.e., supervision of projects)	45	14	7.36	1.55
10. The World Bank is effective in sharing international best practices	53	7	7.68	1.55
11. The World Bank provides services adequately tailored to Polish circumstances	51	9	6.53	1.75
12. The World Bank ensures selectivity in its technical assistance	43	16	7.35	1.25
13. The World Bank ensures that its technical assistance is provided in a timely fashion	45	15	7.24	1.43

### F. The Future Role of the World Bank in Poland

Future Role of the World Bank	N	DK	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in Poland's development in the near future? (1- Not a significant role at all, 10- Very significant role)	67	2	7.27	1.94

2. Which of the following SHOULD the World Bank do to make itself of greater value in Poland? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=66)
Reduce the complexity of obtaining World Bank financing	30.3%
Focus primarily on advocacy issues	24.2%
Reach out more to groups outside of government	22.7%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)	21.2%
Offer more innovative knowledge services	21.2%
Improve the quality of its experts as related to Poland's specific challenges	12.1%
Partner with Poland on global issues	12.1%
Offer more innovative financial products	9.1%
Work faster	7.6%
Ensure greater selectivity in its work	6.1%
Other	6.1%
Provide more adequate data/knowledge/statistics/figures on Poland's economy	4.5%
Increase availability of Fee-Based services (i.e., reimbursable technical assistance)	4.5%

### G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Poland? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=67)
Internet	76.1%
Local newspapers	32.8%
International newspapers	20.9%
Periodicals	17.9%
Local television	13.4%
International television	9.0%
Local radio	7.5%
Other	6.0%
Instant messaging	4.5%
Social media (Facebook, Twitter, Youtube)	1.5%
Blogs	1.5%
International radio	0.0%
Mobile phones	0.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=67)
World Bank seminars/workshops/conferences	52.2%
e-Newsletters	37.3%
World Bank publications and other written materials	34.3%
Direct contact with World Bank (i.e., face to face meetings/discussions)	29.9%
World Bank website	28.4%
Instant messaging	7.5%
Social media (Facebook, Twitter, Youtube)	1.5%
Mobile phones	0.0%
Blogs	0.0%
Other	0.0%

3. Do you use/have used the World Bank website?	Percentage of Respondents (N=67)
Yes	71.6%
No	28.4%

4. Which do you primarily use?	Percentage of Respondents (N=48)
The World Bank's country website	52.1%
The World Bank's main website	47.9%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. I use/consult World Bank data more currently than I did a few years ago	60	5	6.65	2.93
6. I find the World Bank websites easy to navigate	47	0	6.64	2.15
7. I find the information on the World Bank's websites useful	46	1	7.63	1.61
8. When I need information from the World Bank I know how to find it	63	3	7.41	2.46
9. The World Bank is responsive to my information requests and inquiries	46	18	7.63	1.97

## H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=68)
Employee of Ministry/Ministerial Department/Implementation Agency	35.3%
Local Government office or staff	11.8%
Financial sector/Private bank	7.4%
Independent Government Institution	7.4%
Academia/Research institute/Think tank	7.4%
Other	7.4%
PMU	4.4%
Private sector organization	4.4%
Office of the President, Prime Minister	2.9%
Consultant/Contractor on Bank supported project	2.9%
NGO	2.9%
Media	2.9%
Office of Minister	1.5%
Private foundation	1.5%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=65)
Transport	29.2%
Financial markets/banking	16.9%
Other	16.9%
Public sector governance/public financial management/anti-corruption	10.8%
Private sector development/foreign direct investment	7.7%
Climate change / disaster management	6.2%
Job creation/employment	3.1%
Law and justice/regulatory framework	3.1%
Social protection	3.1%
Gender/equality of opportunity	1.5%
Natural resource management/environmental sustainability	1.5%

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=67)
Yes	71.6%
No	28.4%

4. Which of the following describes most of your exposure to the World Bank in Poland? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=65)
Collaborate as part of my professional duties	61.5%
Use World Bank reports/data	47.7%
Engage in World Bank related/sponsored events/activities	29.2%
Use World Bank website for information, data, research, etc.	15.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	13.8%

5. Which best represents your geographic location?	Percentage of Respondents (N=68)
Warsaw	82.4%
Outside Warsaw	17.6%

## Appendix B: Responses to All Questions by Stakeholder Groups

### A. General Issues facing Poland

In general, would you say that Poland is headed in...?

Percentage of Respondents	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The right direction	65.2%	80.0%	75.0%	100.0%	80.0%	60.0%	76.9%
The wrong direction	21.7%	20.0%	12.5%	0.0%	0.0%	40.0%	15.4%
Not sure	13.0%	0.0%	12.5%	0.0%	20.0%	0.0%	7.7%

Listed below are a number of development priorities in Poland. Please identify which of the following you consider the most important development priorities in Poland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection*	4.2%	60.0%	12.5%	12.5%	0.0%	0.0%	0.0%
Transport	25.0%	40.0%	37.5%	37.5%	40.0%	20.0%	30.8%
Public sector governance/ reform	50.0%	80.0%	12.5%	75.0%	60.0%	60.0%	46.2%
Global/regional integration	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Gender	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	8.3%	0.0%	12.5%	12.5%	0.0%	40.0%	15.4%
Foreign direct investment	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	45.8%	60.0%	62.5%	50.0%	60.0%	20.0%	61.5%
Rural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	16.7%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Equality of opportunity	4.2%	0.0%	0.0%	12.5%	20.0%	0.0%	0.0%
Health	8.3%	20.0%	0.0%	12.5%	20.0%	0.0%	0.0%
Education	25.0%	20.0%	12.5%	37.5%	60.0%	0.0%	23.1%
Poverty reduction	4.2%	0.0%	0.0%	0.0%	0.0%	20.0%	7.7%
Energy	8.3%	0.0%	37.5%	12.5%	0.0%	0.0%	15.4%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Trade and exports	4.2%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Economic growth*	41.7%	20.0%	87.5%	37.5%	20.0%	20.0%	69.2%
Regulatory framework*	8.3%	0.0%	12.5%	0.0%	20.0%	60.0%	0.0%
Natural resource management	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	8.3%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Poland (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty and boosting shared prosperity in Poland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Equality of opportunity	12.5%	0.0%	12.5%	12.5%	20.0%	0.0%	7.7%
Economic growth	75.0%	40.0%	87.5%	50.0%	20.0%	60.0%	69.2%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	20.0%	25.0%	12.5%	20.0%	0.0%	7.7%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	16.7%	0.0%	0.0%	0.0%	0.0%	40.0%	23.1%
Urban development	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	12.5%	0.0%	0.0%	12.5%	0.0%	20.0%	7.7%
Social protection*	8.3%	40.0%	0.0%	0.0%	40.0%	20.0%	0.0%
Transport	12.5%	20.0%	0.0%	37.5%	0.0%	0.0%	7.7%
Information and communications technology	8.3%	0.0%	12.5%	12.5%	0.0%	0.0%	0.0%
Domestic private sector development	37.5%	20.0%	37.5%	37.5%	60.0%	40.0%	15.4%
Foreign direct investment	8.3%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Education	29.2%	20.0%	25.0%	62.5%	40.0%	0.0%	30.8%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/ reform	8.3%	40.0%	0.0%	25.0%	20.0%	40.0%	30.8%
Natural resource management	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Job creation/employment	54.2%	100.0%	75.0%	37.5%	60.0%	80.0%	84.6%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%

\*Significantly different between stakeholder groups

**A. General Issues facing Poland (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Poland?  
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Energy	33.3%	20.0%	28.6%	12.5%	0.0%	0.0%	15.4%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	8.3%	0.0%	14.3%	12.5%	20.0%	20.0%	23.1%
Climate change	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	4.2%	20.0%	0.0%	0.0%	0.0%	0.0%	15.4%
Foreign direct investment	33.3%	60.0%	28.6%	12.5%	0.0%	40.0%	15.4%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Education	12.5%	0.0%	14.3%	37.5%	60.0%	20.0%	7.7%
Information and communications technology	20.8%	0.0%	42.9%	12.5%	20.0%	0.0%	0.0%
Regulatory framework	8.3%	0.0%	14.3%	25.0%	40.0%	40.0%	7.7%
Trade and exports	29.2%	0.0%	28.6%	0.0%	20.0%	0.0%	30.8%
Public sector governance/ reform	20.8%	60.0%	14.3%	50.0%	20.0%	80.0%	38.5%
Domestic private sector development	45.8%	60.0%	42.9%	62.5%	40.0%	40.0%	23.1%
Job creation/employment	16.7%	40.0%	14.3%	25.0%	20.0%	20.0%	46.2%
Agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Transport	37.5%	40.0%	28.6%	37.5%	60.0%	40.0%	30.8%
Natural resource management	4.2%	0.0%	0.0%	12.5%	0.0%	0.0%	15.4%
Environmental sustainability	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets*	0.0%	0.0%	28.6%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank**

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Poland?	24	6.71	1.55	5	7.00	2.12	8	6.00	2.62	8	7.75	1.49	5	6.20	0.84	5	5.80	1.64	13	6.77	1.92

*(1-Not familiar at all, 10-Extremely familiar)*

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Poland.	21	6.76	1.64	5	7.20	1.92	7	5.43	2.37	8	5.88	1.25	4	7.25	1.26	5	6.00	1.58	10	6.80	1.62

*(1-Not effective at all, 10-Very effective)*

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Poland solve its most complicated development challenges?	23	7.30	1.43	5	6.60	1.14	7	6.43	1.99	8	6.50	1.41	3	8.00	1.00	5	7.80	.84	8	8.25	.89

*(1-To no degree at all, 10-To a very significant degree)*

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Please rate your impression of the World Bank's responsiveness in supporting Poland's development agenda.	22	7.77	1.45	5	8.60	1.67	7	6.57	2.30	8	7.88	2.10	3	7.67	1.53	4	7.75	0.50	12	7.58	1.68

*(1-Not responsive at all, 10-Very responsive)*

**B. Overall Attitudes toward the World Bank (continued)**

When thinking about how the World Bank can have the most impact on development results in Poland, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Poland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection	4.2%	0.0%	0.0%	0.0%	0.0%	20.0%	7.7%
Public sector governance/ reform	50.0%	40.0%	42.9%	50.0%	20.0%	100.0%	53.8%
Transport	29.2%	20.0%	28.6%	37.5%	40.0%	40.0%	7.7%
Poverty reduction	12.5%	40.0%	0.0%	0.0%	0.0%	0.0%	15.4%
Global/regional integration	8.3%	20.0%	0.0%	12.5%	60.0%	20.0%	15.4%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	4.2%	20.0%	14.3%	25.0%	20.0%	0.0%	23.1%
Rural development*	0.0%	20.0%	28.6%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Energy	25.0%	20.0%	28.6%	12.5%	0.0%	0.0%	7.7%
Job creation/employment*	8.3%	0.0%	57.1%	62.5%	40.0%	20.0%	53.8%
Financial markets	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	4.2%	20.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	8.3%	20.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Equality of opportunity	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	4.2%	20.0%	14.3%	25.0%	0.0%	0.0%	7.7%
Education	16.7%	0.0%	0.0%	25.0%	40.0%	0.0%	0.0%
Climate change	8.3%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	8.3%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Economic growth	41.7%	40.0%	28.6%	25.0%	20.0%	0.0%	61.5%
Regulatory framework*	8.3%	0.0%	0.0%	12.5%	20.0%	80.0%	15.4%
Natural resource management	8.3%	20.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Information and communications technology	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank (continued)**

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Poland?

Greatest Value Percentage of Respondents	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial resources: investment lending	33.3%	60.0%	62.5%	12.5%	40.0%	20.0%	23.1%
Financial resources: policy based lending / budget support to the Government	12.5%	40.0%	0.0%	0.0%	20.0%	0.0%	15.4%
Technical assistance	4.2%	0.0%	0.0%	25.0%	20.0%	0.0%	15.4%
Policy advice	33.3%	0.0%	37.5%	50.0%	20.0%	60.0%	23.1%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Studies/analyses	4.2%	0.0%	0.0%	12.5%	0.0%	20.0%	7.7%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial resources: investment lending	4.5%	40.0%	0.0%	12.5%	40.0%	20.0%	15.4%
Financial resources: policy based lending / budget support to the Government	27.3%	20.0%	50.0%	25.0%	20.0%	20.0%	15.4%
Technical assistance	4.5%	20.0%	12.5%	12.5%	0.0%	0.0%	15.4%
Policy advice	18.2%	20.0%	25.0%	12.5%	20.0%	20.0%	23.1%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	22.7%	0.0%	0.0%	25.0%	20.0%	20.0%	15.4%
Studies/analyses	18.2%	0.0%	12.5%	12.5%	0.0%	20.0%	15.4%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**B. Overall Attitudes toward the World Bank (continued)**

Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Poland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not exploring alternative policy options*	10.5%	60.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Poland	5.3%	20.0%	42.9%	0.0%	0.0%	20.0%	8.3%
Not enough public disclosure of its work	5.3%	0.0%	0.0%	25.0%	20.0%	20.0%	33.3%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	21.1%	0.0%	14.3%	0.0%	20.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	15.8%	0.0%	0.0%	12.5%	0.0%	40.0%	33.3%
Too influenced by developed countries	10.5%	20.0%	14.3%	12.5%	0.0%	20.0%	0.0%
Imposing technocratic solutions without regard to political realities	15.8%	20.0%	14.3%	0.0%	0.0%	0.0%	0.0%
World Bank processes too slow and complex	26.3%	20.0%	57.1%	25.0%	20.0%	40.0%	33.3%
Too bureaucratic in its operational policies and procedures	15.8%	0.0%	14.3%	12.5%	40.0%	20.0%	25.0%
Not aligned with other donors' work	10.5%	0.0%	0.0%	25.0%	20.0%	0.0%	8.3%
Not collaborating enough with non-state actors	15.8%	20.0%	0.0%	37.5%	0.0%	20.0%	16.7%
Not client focused	5.3%	20.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

Which World Bank instruments do you believe are the MOST effective in reducing poverty and boosting shared prosperity in Poland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Capacity development	33.3%	0.0%	37.5%	37.5%	40.0%	40.0%	46.2%
Policy based lending/ budget support to the Government	20.8%	60.0%	37.5%	12.5%	40.0%	20.0%	38.5%
Knowledge products/ services	12.5%	0.0%	25.0%	12.5%	0.0%	40.0%	7.7%
Investment lending*	45.8%	80.0%	62.5%	25.0%	60.0%	20.0%	23.1%
Technical assistance*	33.3%	60.0%	12.5%	87.5%	40.0%	20.0%	30.8%
Other	12.5%	0.0%	12.5%	0.0%	0.0%	20.0%	23.1%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank (continued)**

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	24	6.46	2.72	5	7.40	1.14	7	5.71	2.43	7	5.57	1.90	5	7.80	1.48	5	9.20	1.30	12	7.08	1.98

(1-To no degree at all, 10-To a very significant degree)

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
NGOs	29.2%	0.0%	37.5%	25.0%	25.0%	20.0%	15.4%
Local Government	70.8%	80.0%	75.0%	75.0%	100.0%	80.0%	84.6%
Beneficiaries	20.8%	40.0%	0.0%	0.0%	0.0%	0.0%	15.4%
Private sector	25.0%	20.0%	12.5%	50.0%	25.0%	0.0%	53.8%
European Commission and other International Financial Institutions	4.2%	20.0%	12.5%	12.5%	0.0%	0.0%	15.4%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes	33.3%	20.0%	25.0%	25.0%	50.0%	80.0%	7.7%
Parliament	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Media	4.2%	0.0%	0.0%	12.5%	0.0%	20.0%	0.0%
Other	0.0%	20.0%	12.5%	0.0%	0.0%	0.0%	0.0%

To what extent do you agree with the following statements about the World Bank's work in Poland? (1-Strongly disagree, 10-Strongly agree)

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Poland	19	6.47	1.68	3	7.33	2.08	5	5.40	2.07	7	5.71	2.43	4	7.25	2.06	5	5.00	2.00	11	6.55	2.02
The World Bank's work is aligned with what I consider the development priorities for Poland	21	6.76	1.55	3	9.00	1.00	6	6.83	2.14	8	7.00	1.93	4	6.75	2.63	5	8.00	1.87	12	6.58	2.23
The World Bank supports programs and strategies that are realistic for Poland	23	7.04	1.69	3	8.33	2.89	7	6.14	1.68	8	7.13	1.73	4	6.75	1.26	5	7.00	2.55	12	6.83	2.25
The World Bank treats clients and stakeholders in Poland with respect	24	7.71	1.90	3	9.33	0.58	7	8.14	1.86	7	7.29	2.63	4	9.25	0.96	5	9.00	1.00	8	7.50	3.25

**B. Overall Attitudes toward the World Bank (continued)**

To what extent is the World Bank an effective development partner in Poland, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	23	7.57	1.41	3	9.00	1.00	7	7.43	2.37	6	7.17	2.93	4	8.00	1.15	5	6.20	2.17	10	7.80	2.10
Flexibility (in terms of the World Bank's products and services)	20	6.45	1.85	3	7.00	1.73	6	5.00	1.10	8	5.63	1.69	3	4.67	1.53	3	5.67	2.31	10	6.60	1.65
Flexibility (in terms of changing country circumstances)	20	6.90	1.33	2	8.00	0.00	7	5.71	1.89	8	5.88	1.55	4	6.00	2.16	4	6.00	2.71	9	7.33	0.87
Being inclusive	22	7.05	1.59	3	7.67	2.08	7	5.57	2.15	8	5.50	1.85	1	7.00		4	5.50	2.65	9	6.67	1.87
Openness (sharing data and other information)	24	6.54	1.84	3	9.00	1.00	7	6.57	1.90	8	6.88	1.89	4	6.75	3.40	4	6.50	1.73	10	7.50	1.58
Staff accessibility	23	7.39	1.62	3	7.67	1.53	7	6.86	2.04	7	6.14	2.04	4	7.50	1.29	3	5.33	2.52	10	7.50	1.96
Straightforwardness and honesty	23	6.96	1.64	3	7.00	2.00	7	6.71	2.81	8	5.75	2.55	3	8.67	1.53	2	7.00	1.41	9	7.11	1.96
Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	15	5.93	1.39	2	6.50	3.54	4	5.75	0.96	7	5.71	1.98	1	7.00		5	5.60	2.30	5	7.00	1.58
Collaboration with the Government	22	7.41	1.74	3	9.00	1.00	7	6.71	2.69	8	7.13	1.81	3	8.67	0.58	3	4.67	2.89	8	7.63	1.60
Follow through over time	15	5.87	1.64	2	9.00	1.41	4	6.50	1.00	5	6.80	1.30	2	8.00	1.41	2	6.50	0.71	5	6.20	1.48

When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank works too slowly	9.1%	0.0%	12.5%	12.5%	0.0%	20.0%	0.0%
The Government works inefficiently	27.3%	60.0%	25.0%	37.5%	0.0%	0.0%	16.7%
There is not an adequate level of citizen/civil society participation	9.1%	40.0%	12.5%	37.5%	40.0%	20.0%	25.0%
The World Bank does not do adequate follow through/follow-up	13.6%	0.0%	0.0%	0.0%	0.0%	20.0%	16.7%
Lack of/inadequate levels of capacity in Government	36.4%	20.0%	0.0%	50.0%	40.0%	40.0%	33.3%
Political pressures and obstacles	18.2%	60.0%	37.5%	12.5%	20.0%	40.0%	16.7%
Reforms are not well thought out in light of country challenges	27.3%	20.0%	37.5%	25.0%	20.0%	0.0%	25.0%
The World Bank is not sensitive enough to political/social realities on the ground	22.7%	0.0%	50.0%	0.0%	20.0%	40.0%	16.7%
Other	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%

### C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Poland? (1-Not effective at all, 10-Very effective)

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Information and communications technology	9	6.56	1.42	1	5.00		7	6.14	1.95	4	5.25	2.22	1	9.00		1	8.00		2	5.50	.71
Transport	15	6.07	1.94	2	3.50	2.12	7	6.14	1.68	5	7.40	1.67				3	7.67	1.53	6	6.50	1.05
Urban development	9	5.56	2.19	2	6.00	1.41	7	5.86	.90	4	6.50	1.91							3	7.00	2.00
Environmental sustainability	9	5.89	1.54	2	6.00	.00	6	6.83	1.47	5	6.20	1.48	1	8.00		3	6.67	.58	6	7.17	.75
Regulatory framework	11	6.36	1.75	1	5.00		6	6.33	1.63	5	7.80	.84	1	9.00		3	6.00	1.00	4	7.50	.58
Poverty reduction	12	5.67	1.97	2	5.00	.00	7	5.57	1.27	5	6.00	1.58	1	8.00		2	6.50	.71	3	6.67	.58
Gender	4	6.25	.50	1	5.00		4	7.50	1.91	4	4.25	1.71				1	8.00		2	5.50	2.12
Domestic private sector development	8	5.63	1.92	1	5.00		6	5.83	1.33	5	6.40	2.61	1	9.00		2	7.00	1.41	3	7.33	.58
Foreign direct investment	8	6.00	1.07	1	6.00		6	6.00	1.67	4	5.50	2.65				1	7.00		2	5.00	.00
Trade and exports	9	6.44	1.74	1	6.00		6	5.83	1.17	4	5.50	1.73				2	6.50	.71	3	6.33	.58
Economic growth	13	6.23	1.42	2	6.00	1.41	7	6.00	1.63	5	7.60	1.52	1	8.00		3	7.00	1.00	7	6.86	1.07
Energy	11	5.82	1.60	1	5.00		5	7.20	1.10	5	5.60	1.52	1	8.00		2	7.00	1.41	4	6.50	1.29
Public sector governance/ reform	12	5.75	1.86	2	5.50	.71	6	6.67	1.86	5	6.40	1.14	1	9.00		4	6.25	.96	8	7.00	1.31
Job creation/employment	7	6.14	2.12	2	5.00	1.41	6	5.17	1.83	5	6.40	.55	1	9.00					6	7.17	.98
Financial markets	10	6.30	1.34	1	6.00		6	6.67	.82	5	6.80	.45				2	7.00	.00	4	7.25	.50
Equality of opportunity	5	5.40	1.67	1	5.00		4	6.50	1.29	5	6.20	.84				1	8.00		3	6.00	2.65
Health	9	5.33	1.73	1	5.00		5	6.80	.84	5	6.00	2.00							3	7.00	1.73
Rural development	10	6.40	2.27	1	5.00		5	6.40	1.82	4	5.00	1.83	1	8.00		1	4.00		4	6.25	.96
Global/regional integration	12	6.42	1.68	1	7.00		7	5.71	1.98	5	6.80	1.79				2	7.50	.71	5	6.80	1.30
Education*	12	5.00	1.76	2	5.00	.00	5	5.40	.89	4	8.00	.82				2	7.00	1.41	5	5.80	1.48
Social protection	11	4.73	2.15	2	7.00	.00	5	6.20	1.48	5	6.40	1.95				3	6.33	.58	3	7.33	.58
Climate change	14	6.43	2.14	2	6.00	1.41	5	7.60	1.14	5	6.60	1.82	1	9.00		3	6.00	2.00	6	6.33	1.21
Agricultural development	8	5.25	1.58	1	5.00		6	4.83	.98	3	5.67	1.53	1	9.00					3	6.00	1.00
Natural resource management	9	5.78	1.64	1	5.00		6	6.67	1.03	5	6.60	2.79				1	7.00		5	7.20	.84

\*Significantly different between stakeholder groups

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Poland?	23	6.17	1.59	5	7.20	0.84	7	5.14	1.68	7	6.29	2.87	3	6.67	1.15	5	5.80	2.17	11	6.45	1.44

(1-To no degree at all, 10-To a very significant degree)

### C. World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank in Poland? (1-Strongly disagree, 10-Strongly agree)

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Program 4 Result, etc.) meet the needs of Poland	19	6.74	1.66	5	7.60	0.55	6	6.17	1.60	7	5.71	2.69	4	6.75	1.50	4	6.25	2.75	9	6.67	2.06
The World Bank meets Poland's needs for knowledge services (e.g., research, analysis, data, technical assistance)	21	7.10	1.64	5	7.20	0.84	7	6.71	1.60	7	7.29	2.21	4	7.25	1.50	5	6.80	1.64	11	7.18	1.47

### D. The World Bank's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)

How frequently do you consult World Bank knowledge work and activities in the work you do?

Percentage of Respondents	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	60.9%	40.0%	25.0%	37.5%	40.0%	80.0%	23.1%
Monthly	17.4%	40.0%	12.5%	12.5%	20.0%	20.0%	30.8%
A few times a year	13.0%	20.0%	37.5%	37.5%	20.0%	0.0%	23.1%
Rarely	8.7%	0.0%	12.5%	12.5%	20.0%	0.0%	23.1%
Never	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%

***The World Bank's Knowledge Work and Activities (continued)***

When thinking about the development challenges in Poland, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Public sector governance/ reform	56.5%	60.0%	50.0%	37.5%	60.0%	100.0%	46.2%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	13.0%	20.0%	12.5%	50.0%	0.0%	40.0%	38.5%
Foreign direct investment	4.3%	20.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	4.3%	0.0%	12.5%	0.0%	20.0%	0.0%	0.0%
Energy	26.1%	0.0%	12.5%	25.0%	0.0%	0.0%	30.8%
Social protection*	4.3%	40.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Climate change	4.3%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	4.3%	0.0%	0.0%	12.5%	0.0%	0.0%	23.1%
Financial markets	4.3%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Equality of opportunity	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	4.3%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Education*	13.0%	20.0%	0.0%	50.0%	20.0%	0.0%	0.0%
Global/regional integration	8.7%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Information and communications technology	21.7%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Transport	30.4%	20.0%	0.0%	25.0%	40.0%	20.0%	7.7%
Agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	4.3%	20.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	8.7%	40.0%	37.5%	37.5%	40.0%	40.0%	46.2%
Health	4.3%	20.0%	0.0%	25.0%	20.0%	20.0%	0.0%
Economic growth*	30.4%	20.0%	62.5%	0.0%	20.0%	20.0%	69.2%
Rural development	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	8.7%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	17.4%	0.0%	0.0%	37.5%	40.0%	40.0%	15.4%

\*Significantly different between stakeholder groups

**The World Bank's Knowledge Work and Activities (continued)****In Poland, how effective do you believe the World Bank's knowledge work and activities are at:** (1-Not effective at all, 10-Very effective)

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	22	7.18	1.79	5	6.20	2.05	7	6.86	2.85	7	6.86	1.07	4	5.25	3.50	5	7.00	2.12	11	7.45	1.13
Contributing to good policy making	20	6.95	1.88	4	6.00	2.71	5	6.60	2.07	7	6.57	1.51	4	6.00	2.58	5	7.00	1.58	10	6.70	1.42
Providing support for program implementation	19	7.47	1.87	4	8.00	1.15	7	6.00	1.91	6	7.17	1.83	4	7.00	2.16	4	6.50	1.91	9	8.11	1.17
Complementing the EU and other IFIs support to Poland	17	6.94	1.68	5	8.20	1.30	7	6.43	1.27	6	7.50	2.17	4	6.50	1.73	4	7.25	2.50	10	7.60	1.17
Raising awareness of specific issues in conducting a dialogue	22	6.45	2.06	5	6.00	2.55	7	6.14	2.19	7	7.29	1.80	3	6.67	3.21	5	6.40	2.79	11	6.18	1.94

**In Poland, to what extent do you believe that the World Bank's knowledge work and activities:** (1-To no degree at all, 10-To a very significant degree)

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	19	6.58	1.30	3	5.67	1.15	6	6.50	2.51	7	6.57	1.62	3	6.67	2.52	4	6.25	2.06	9	6.33	1.00
Include appropriate level of stakeholder involvement during preparation	19	6.16	1.92	4	5.75	1.50	7	6.29	1.50	6	6.50	1.22	3	6.67	2.52	3	7.33	0.58	7	7.14	1.07
Are relevant to Poland's development priorities	19	6.42	1.30	4	5.50	1.29	7	5.43	2.37	7	6.43	2.07	4	5.75	2.06	5	7.40	1.14	12	6.67	1.37
Provide feasible recommendations	20	6.35	1.57	3	6.67	1.53	7	6.14	1.95	8	6.00	2.07	4	6.50	1.73	5	7.80	1.30	11	6.45	0.93
Are accessible (well written and easy to understand)	20	6.80	1.47	4	5.25	2.06	7	7.29	1.70	7	6.86	1.95	4	8.00	0.82	5	8.60	1.14	12	6.92	1.73
Are source of relevant information on global good practices	19	6.95	1.54	4	7.00	1.63	6	7.17	2.48	8	7.88	1.46	4	8.00	1.15	5	7.80	0.45	11	6.73	1.27
Are useful in terms of the work you do	20	7.15	2.01	4	7.25	2.75	7	6.43	2.99	8	7.13	2.03	4	6.50	3.32	5	8.60	0.89	12	6.42	1.51
Are adequately disseminated	18	6.11	1.94	4	4.25	1.89	7	5.43	2.15	8	5.00	1.93	4	7.50	1.73	4	4.75	1.71	13	5.23	1.92
Are appropriately translated	18	7.39	1.69	3	5.00	3.61	7	8.43	1.13	6	7.83	2.04	3	7.67	1.53	3	9.67	0.58	10	6.90	1.85
Are adaptable to Poland's specific development challenges and country circumstances	19	6.26	1.52	2	5.00	0.00	7	5.71	2.29	8	6.25	1.83	3	7.00	2.00	5	7.60	1.67	12	6.42	1.56

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	23	6.04	1.85	4	6.50	0.58	7	4.71	2.14	6	5.83	3.13	4	5.00	2.45	5	5.20	2.68	10	5.70	1.64
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	21	7.43	1.47	4	7.00	0.82	7	6.14	2.12	7	7.29	0.76	3	8.33	1.53	5	7.80	0.45	12	7.33	1.15
Please rate the World Bank's effectiveness in sharing global knowledge.	21	7.14	1.56	5	6.60	1.14	6	6.17	2.14	7	6.71	1.60	3	8.00	0.00	5	8.00	0.71	12	6.83	1.11
To what extent do you believe that Poland received value for money from the World Bank's products/ services that were paid for on a fee for service basis?	15	6.07	1.58	4	7.25	1.71	5	5.40	2.07	5	6.20	1.92	1	4.00		2	8.00	0.00	4	6.00	1.41

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-Not effective at all, 10-Very effective; 1-To no degree at all, 10-To a very significant degree)

### E. Working with the World Bank

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	17	6.82	1.70	2	7.50	0.71	7	6.57	2.44	3	7.67	0.58	2	8.00	2.83	3	6.67	2.31	6	7.83	1.47
The World Bank effectively monitors and evaluates the projects and programs it supports	19	6.74	1.88	1	8.00		6	6.50	2.26	4	7.75	1.50	3	8.00	1.73	1	7.00		7	7.71	1.11
The World Bank's approvals and reviews are done in a timely fashion	17	7.18	1.67	2	7.50	0.71	6	7.00	1.55	4	8.00	1.41	3	9.33	0.58	2	7.50	0.71	6	8.17	1.17
The World Bank imposes reasonable conditions (administrative requirements) on its lending	15	5.87	2.03	1	7.00		7	5.43	1.62	5	7.00	2.35	3	6.67	1.53	2	8.00	1.41	8	6.25	2.49
Working with the World Bank increases Poland's institutional capacity	22	7.14	1.28	1	7.00		7	7.00	2.16	5	8.80	1.30	5	8.00	2.55	4	9.25	1.50	9	7.22	1.56
The World Bank ensures consistency and continuity through staff changes	15	6.73	1.75	2	6.00	2.83	7	7.43	1.13	4	7.75	1.50	2	7.50	2.12	1	7.00		6	7.33	0.82
The World Bank's teams and visits are well coordinated	21	7.10	1.64	2	7.00	1.41	7	7.14	1.57	4	7.50	1.29	3	7.33	2.89	4	8.25	1.50	7	7.71	0.76
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	13	6.31	2.14	2	4.50	3.54	7	6.29	2.56	4	8.25	1.71	2	5.50	0.71	2	5.50	2.12	6	7.83	0.75
The World Bank provides effective implementation support (i.e., supervision of projects)	20	7.30	1.78	2	7.00	1.41	7	7.00	1.73	5	7.80	0.84	3	7.67	2.31	1	6.00		6	7.83	1.17
The World Bank is effective in sharing international best practices	22	7.73	1.52	2	7.50	0.71	7	7.43	1.99	5	8.20	1.64	4	7.50	1.91	4	8.25	0.96	8	7.25	1.83
The World Bank provides services adequately tailored to Polish circumstances	20	6.55	1.96	2	7.00	1.41	7	5.43	1.27	5	7.40	1.52	4	5.75	2.75	4	7.50	0.58	8	6.75	1.49
The World Bank ensures selectivity in its technical assistance	19	7.16	1.26	1	8.00		5	7.40	1.34	5	7.80	1.30	2	7.00	2.83	3	8.00	1.00	7	7.57	0.79
The World Bank ensures that its technical assistance is provided in a timely fashion	17	7.35	1.62	2	6.50	2.12	7	6.43	1.81	5	7.60	1.14	4	7.50	1.29	2	8.00	1.41	7	7.29	0.76

### F. The Future Role of the World Bank in Poland

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Poland's development in the near future?	24	7.25	1.85	5	8.40	0.55	8	6.88	2.75	7	7.43	2.15	5	7.60	1.95	5	7.40	2.70	12	6.83	1.75

(1-Not a significant role at all, 10-Very significant role)

### F. The Future Role of the World Bank in Poland (continued)

Which of the following SHOULD the World Bank do to make itself of greater value in Poland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Improve the quality of its experts as related to Poland's specific challenges	13.6%	0.0%	12.5%	25.0%	0.0%	0.0%	7.7%
Reduce the complexity of obtaining World Bank financing	36.4%	75.0%	25.0%	12.5%	40.0%	20.0%	15.4%
Focus primarily on advocacy issues	31.8%	0.0%	12.5%	25.0%	20.0%	40.0%	23.1%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)	22.7%	25.0%	50.0%	12.5%	0.0%	0.0%	23.1%
Reach out more to groups outside of government	18.2%	25.0%	0.0%	12.5%	40.0%	60.0%	30.8%
Ensure greater selectivity in its work	9.1%	0.0%	12.5%	0.0%	0.0%	0.0%	7.7%
Provide more adequate data/knowledge/statistics/figures on Poland's economy	13.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Offer more innovative financial products	9.1%	25.0%	12.5%	12.5%	0.0%	0.0%	7.7%
Offer more innovative knowledge services	13.6%	0.0%	12.5%	37.5%	40.0%	20.0%	30.8%
Increase availability of Fee-Based services	0.0%	0.0%	0.0%	12.5%	0.0%	20.0%	7.7%
Work faster	9.1%	25.0%	12.5%	0.0%	0.0%	20.0%	0.0%
Partner with Poland on global issues	0.0%	25.0%	25.0%	12.5%	0.0%	0.0%	30.8%
Other	4.5%	0.0%	12.5%	0.0%	20.0%	20.0%	0.0%

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Poland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Local newspapers*	12.5%	20.0%	0.0%	71.4%	100.0%	20.0%	53.8%
International newspapers	16.7%	20.0%	0.0%	42.9%	20.0%	20.0%	30.8%
Local radio	12.5%	0.0%	0.0%	0.0%	20.0%	0.0%	7.7%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	20.8%	0.0%	12.5%	0.0%	20.0%	20.0%	7.7%
International television*	0.0%	60.0%	25.0%	0.0%	0.0%	0.0%	7.7%
Periodicals	25.0%	20.0%	37.5%	14.3%	0.0%	0.0%	7.7%
Internet*	87.5%	40.0%	100.0%	71.4%	40.0%	100.0%	61.5%
Social media (Facebook, Twitter, Youtube)	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Blogs	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging*	0.0%	40.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Other	8.3%	0.0%	0.0%	0.0%	0.0%	20.0%	7.7%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)**

How would you prefer to receive information from the World Bank? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank website	25.0%	40.0%	25.0%	25.0%	75.0%	20.0%	23.1%
Direct contact with World Bank (i.e., face to face meetings/discussions)	45.8%	40.0%	12.5%	25.0%	0.0%	20.0%	23.1%
e-Newsletters	37.5%	60.0%	25.0%	37.5%	0.0%	40.0%	46.2%
Instant messaging	4.2%	20.0%	12.5%	0.0%	0.0%	0.0%	15.4%
World Bank seminars/workshops/conferences	50.0%	40.0%	50.0%	75.0%	75.0%	60.0%	38.5%
World Bank publications and other written materials	29.2%	0.0%	62.5%	25.0%	50.0%	40.0%	38.5%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, Youtube)*	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

Do you use/have used the World Bank website?

Percentage of Respondents	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	69.6%	80.0%	75.0%	75.0%	80.0%	80.0%	61.5%
No	30.4%	20.0%	25.0%	25.0%	20.0%	20.0%	38.5%

Which do you primarily use?

Percentage of Respondents	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank's country website	56.3%	50.0%	66.7%	50.0%	75.0%	0.0%	50.0%
The World Bank's main website	43.8%	50.0%	33.3%	50.0%	25.0%	100.0%	50.0%

### G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago	21	6.90	2.76	4	8.25	2.06	8	6.38	3.78	6	6.83	2.99	5	5.80	2.49	5	5.40	3.65	11	6.64	3.11
I find the World Bank websites easy to navigate	16	6.25	2.41	3	7.00	1.73	6	7.83	1.83	6	6.67	2.80	4	7.50	1.73	4	5.50	2.38	8	6.50	1.60
I find the information on the World Bank's websites useful	15	7.53	1.73	3	7.67	1.53	6	7.50	1.64	6	8.33	2.34	4	7.50	1.29	4	8.25	1.50	8	7.13	1.25
When I need information from the World Bank I know how to find it	23	7.78	2.07	3	8.33	2.08	7	8.00	1.91	8	7.63	2.83	5	6.20	3.35	5	5.00	3.74	12	7.50	2.11
The World Bank is responsive to my information requests and inquiries	19	7.58	1.87	3	7.33	1.53	5	8.00	2.83	4	7.50	3.11	2	7.00	1.41	1	8.00		12	7.75	1.96

### H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	78.3%	80.0%	62.5%	62.5%	40.0%	80.0%	76.9%
No	21.7%	20.0%	37.5%	37.5%	60.0%	20.0%	23.1%

Which of the following describes most of your exposure to the World Bank in Poland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of Ministry/ Ministerial Department/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Local Government	Private Sector/ Financial Sector/ Private Bank	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	9.1%	20.0%	28.6%	0.0%	0.0%	20.0%	23.1%
Use World Bank reports/data	31.8%	40.0%	57.1%	75.0%	40.0%	80.0%	46.2%
Engage in World Bank related/sponsored events/activities	27.3%	40.0%	71.4%	12.5%	40.0%	40.0%	7.7%
Collaborate as part of my professional duties	81.8%	40.0%	28.6%	62.5%	60.0%	40.0%	61.5%
Use World Bank website for information, data, research, etc.*	4.5%	60.0%	0.0%	37.5%	0.0%	20.0%	15.4%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Geographic Location

### A. General Issues facing Poland

In general, would you say that Poland is headed in...?

Percentage of Respondents	Warsaw	Outside Warsaw
The right direction	78.2%	58.3%
The wrong direction	12.7%	33.3%
Not sure	9.1%	8.3%

Listed below are a number of development priorities in Poland. Please identify which of the following you consider the most important development priorities in Poland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Warsaw	Outside Warsaw
Social protection*	5.4%	25.0%
Transport	30.4%	33.3%
Public sector governance/ reform	53.6%	41.7%
Global/regional integration	3.6%	8.3%
Gender	1.8%	0.0%
Domestic private sector development	10.7%	16.7%
Foreign direct investment	3.6%	0.0%
Job creation/employment	50.0%	58.3%
Rural development	0.0%	0.0%
Financial markets	1.8%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability	8.9%	0.0%
Equality of opportunity	5.4%	0.0%
Health	8.9%	0.0%
Education	26.8%	16.7%
Poverty reduction*	1.8%	16.7%
Energy	12.5%	8.3%
Climate change	0.0%	0.0%
Agricultural development	3.6%	0.0%
Trade and exports	3.6%	0.0%
Economic growth	46.4%	50.0%
Regulatory framework	8.9%	16.7%
Natural resource management*	0.0%	8.3%
Information and communications technology	5.4%	0.0%

\*Significantly different between locations

### A. General Issues facing Poland (continued)

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty and boosting shared prosperity in Poland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Warsaw	Outside Warsaw
Equality of opportunity	12.5%	0.0%
Economic growth	64.3%	66.7%
Climate change	0.0%	0.0%
Global/regional integration	8.9%	8.3%
Gender	0.0%	0.0%
Rural development	12.5%	16.7%
Urban development*	0.0%	8.3%
Regulatory framework	10.7%	0.0%
Social protection	8.9%	16.7%
Transport	14.3%	0.0%
Information and communications technology	5.4%	8.3%
Domestic private sector development	32.1%	41.7%
Foreign direct investment	5.4%	0.0%
Education	35.7%	8.3%
Energy	0.0%	0.0%
Public sector governance/ reform	16.1%	33.3%
Natural resource management	1.8%	0.0%
Environmental sustainability	0.0%	0.0%
Health	3.6%	0.0%
Agricultural development	1.8%	0.0%
Job creation/employment	62.5%	83.3%
Financial markets	0.0%	0.0%
Trade and exports	1.8%	0.0%

\*Significantly different between locations

### A. General Issues facing Poland (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Poland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Warsaw		Outside Warsaw	
Energy	23.2%		9.1%	
Gender	0.0%		0.0%	
Equality of opportunity	3.6%		0.0%	
Social protection	0.0%		0.0%	
Global/regional integration	14.3%		9.1%	
Climate change	1.8%		0.0%	
Rural development	3.6%		18.2%	
Foreign direct investment*	21.4%		54.5%	
Urban development*	0.0%		9.1%	
Education	19.6%		9.1%	
Information and communications technology	14.3%		18.2%	
Regulatory framework	17.9%		0.0%	
Trade and exports	21.4%		18.2%	
Public sector governance/ reform	33.9%		36.4%	
Domestic private sector development	42.9%		45.5%	
Job creation/employment	23.2%		36.4%	
Agricultural development	1.8%		0.0%	
Transport	37.5%		36.4%	
Natural resource management	7.1%		0.0%	
Environmental sustainability	3.6%		0.0%	
Health	0.0%		0.0%	
Financial markets	3.6%		0.0%	

### B. Overall Attitudes toward the World Bank

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Poland?*	56	6.93	1.64	12	5.50	2.02

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between locations

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Poland.	50	6.58	1.73	10	6.10	1.60

(1-Not effective at all, 10-Very effective)

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Poland solve its most complicated development challenges?	49	7.39	1.35	10	6.50	1.72

(1-To no degree at all, 10-To a very significant degree)

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
Please rate your impression of the World Bank's responsiveness in supporting Poland's development agenda.	51	7.75	1.59	10	7.30	2.11

(1-Not responsive at all, 10-Very responsive)

### B. Overall Attitudes toward the World Bank (continued)

When thinking about how the World Bank can have the most impact on development results in Poland, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Poland? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Warsaw	Outside Warsaw
Social protection	3.6%	9.1%
Public sector governance/ reform	51.8%	45.5%
Transport	30.4%	9.1%
Poverty reduction*	7.1%	27.3%
Global/regional integration	12.5%	27.3%
Gender	0.0%	0.0%
Domestic private sector development	14.3%	9.1%
Rural development*	1.8%	18.2%
Foreign direct investment	1.8%	0.0%
Energy	17.9%	9.1%
Job creation/employment	30.4%	36.4%
Financial markets	3.6%	0.0%
Urban development	3.6%	9.1%
Environmental sustainability	5.4%	9.1%
Equality of opportunity	7.1%	0.0%
Health	8.9%	9.1%
Education	14.3%	0.0%
Climate change	5.4%	0.0%
Agricultural development	0.0%	0.0%
Trade and exports	5.4%	0.0%
Economic growth	37.5%	36.4%
Regulatory framework	16.1%	9.1%
Natural resource management	5.4%	9.1%
Information and communications technology	5.4%	0.0%

\*Significantly different between locations

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Poland?

Greatest Value		
Percentage of Respondents	Warsaw	Outside Warsaw
Financial resources: investment lending	30.4%	50.0%
Financial resources: policy based lending / budget support to the Government	10.7%	16.7%
Technical assistance	10.7%	0.0%
Policy advice	35.7%	16.7%
Data	0.0%	0.0%
Training/capacity building	5.4%	0.0%
Studies/analyses	5.4%	8.3%
Convening/facilitating	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%
Other	1.8%	8.3%

### B. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Poland?

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Warsaw	Outside Warsaw
Financial resources: investment lending	13.0%	16.7%
Financial resources: policy based lending / budget support to the Government	25.9%	25.0%
Technical assistance	11.1%	0.0%
Policy advice	16.7%	33.3%
Data	0.0%	0.0%
Training/capacity building	18.5%	8.3%
Studies/analyses	13.0%	16.7%
Convening/facilitating	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1.9%	0.0%
Other	0.0%	0.0%

Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Poland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Warsaw	Outside Warsaw
Staff too inaccessible	0.0%	0.0%
Not exploring alternative policy options*	6.0%	27.3%
Not adequately sensitive to political/social realities in Poland	12.0%	9.1%
Not enough public disclosure of its work	16.0%	9.1%
Arrogant in its approach	0.0%	0.0%
Not aligned with country priorities	10.0%	9.1%
The credibility of its knowledge/data	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	18.0%	9.1%
Too influenced by developed countries*	6.0%	27.3%
Imposing technocratic solutions without regard to political realities	8.0%	9.1%
World Bank processes too slow and complex	30.0%	36.4%
Too bureaucratic in its operational policies and procedures	22.0%	0.0%
Not aligned with other donors' work	12.0%	0.0%
Not collaborating enough with non-state actors	16.0%	18.2%
Not client focused	4.0%	9.1%
Other*	0.0%	9.1%

\*Significantly different between locations

Which World Bank instruments do you believe are the MOST effective in reducing poverty and boosting shared prosperity in Poland? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Warsaw	Outside Warsaw
Capacity development	33.9%	41.7%
Policy based lending/ budget support to the Government	28.6%	33.3%
Knowledge products/ services	12.5%	16.7%
Investment lending	41.1%	50.0%
Technical assistance	42.9%	16.7%
Other	10.7%	16.7%
Don't know	0.0%	0.0%

**B. Overall Attitudes toward the World Bank (continued)**

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	54	6.74	2.30	11	7.00	2.61

(1-To no degree at all, 10-To a very significant degree)

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Warsaw	Outside Warsaw
NGOs	23.6%	25.0%
Local Government	80.0%	66.7%
Beneficiaries	12.7%	16.7%
Private sector	30.9%	25.0%
European Commission and other International Financial Institutions	7.3%	16.7%
Foundations	0.0%	0.0%
Academia/think tanks/research institutes	32.7%	16.7%
Parliament	1.8%	0.0%
Media	5.5%	0.0%
Other*	0.0%	16.7%

\*Significantly different between locations

To what extent do you agree with the following statements about the World Bank's work in Poland?

(1-Strongly disagree, 10-Strongly agree)

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Poland	45	6.40	1.92	9	5.56	2.13
The World Bank's work is aligned with what I consider the development priorities for Poland	50	6.94	1.75	9	7.22	2.68
The World Bank supports programs and strategies that are realistic for Poland	53	7.02	1.74	9	6.56	2.65
The World Bank treats clients and stakeholders in Poland with respect	49	7.98	2.06	9	8.00	2.45

To what extent is the World Bank an effective development partner in Poland, in terms of each of the following?

(1-To no degree at all, 10-To a very significant degree)

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
Responsiveness	49	7.61	1.78	9	7.11	2.47
Flexibility (in terms of the World Bank's products and services)	45	6.00	1.75	8	6.50	1.85
Flexibility (in terms of changing country circumstances)	48	6.50	1.62	6	7.17	1.47
Being inclusive	46	6.52	1.94	8	6.25	1.75
Openness (sharing data and other information)	52	6.87	1.93	8	7.00	1.85
Staff accessibility	49	7.20	1.73	8	6.50	2.33
Straightforwardness and honesty	47	6.98	1.95	8	6.25	2.38
Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	33	6.03	1.67	6	6.00	1.79
Collaboration with the Government	47	7.45	1.92	7	6.43	2.23
Follow through over time	30	6.40	1.65	5	6.80	1.10

## B. Overall Attitudes toward the World Bank (continued)

When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Warsaw	Outside Warsaw
The World Bank works too slowly	9.4%	0.0%
The Government works inefficiently	20.8%	41.7%
There is not an adequate level of citizen/civil society participation	24.5%	8.3%
The World Bank does not do adequate follow through/follow-up	9.4%	8.3%
Lack of/inadequate levels of capacity in Government*	37.7%	8.3%
Political pressures and obstacles*	18.9%	50.0%
Reforms are not well thought out in light of country challenges	26.4%	16.7%
The World Bank is not sensitive enough to political/social realities on the ground	18.9%	33.3%
Other	5.7%	8.3%

\*Significantly different between locations

## C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Poland? (1-Not effective at all, 10-Very effective)

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
Information and communications technology	20	6.00	1.72	5	7.20	1.64
Transport	30	6.47	1.74	8	5.75	2.19
Urban development	19	6.00	1.91	6	6.00	0.89
Environmental sustainability	25	6.40	1.35	7	6.86	1.07
Regulatory framework	26	6.73	1.59	5	6.80	1.30
Poverty reduction	24	5.92	1.69	8	5.75	1.04
Gender	10	5.50	1.51	6	6.83	2.23
Domestic private sector development	20	6.40	1.93	6	5.67	1.37
Foreign direct investment	18	5.78	1.63	4	6.25	0.50
Trade and exports	20	6.10	1.41	5	6.20	1.30
Economic growth	30	6.77	1.33	8	5.88	1.55
Energy	23	6.13	1.46	6	6.67	1.63
Public sector governance/ reform	29	6.28	1.67	9	6.67	1.32
Job creation/employment	20	6.30	1.72	7	6.00	1.73
Financial markets	23	6.61	0.99	5	6.80	0.84
Equality of opportunity	14	6.00	1.30	5	6.20	2.17
Health	18	5.67	1.57	5	7.20	1.48
Rural development	19	6.21	1.93	7	5.71	1.80
Global/regional integration	25	6.28	1.57	7	7.14	1.77
Education	23	5.96	1.82	7	5.00	0.82
Social protection	21	5.62	2.04	8	6.50	1.20
Climate change	28	6.57	1.83	8	6.75	1.58
Agricultural development	17	5.71	1.57	5	4.60	0.55
Natural resource management	20	6.30	1.81	7	6.71	1.11

**C. World Bank Effectiveness and Results (continued)**

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Poland?	50	6.24	1.77	11	6.00	1.67

(1-To no degree at all, 10-To a very significant degree)

**To what extent do you agree with the following statements about the World Bank in Poland?**

(1-Strongly disagree, 10-Strongly agree)

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Program 4 Result, etc.) meet the needs of Poland	45	6.42	1.95	9	7.33	1.12
The World Bank meets Poland's needs for knowledge services (e.g., research, analysis, data, technical assistance)	49	7.18	1.58	11	6.64	1.43

**D. The World Bank's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)****How frequently do you consult World Bank knowledge work and activities in the work you do?**

Percentage of Respondents	Warsaw	Outside Warsaw
Weekly	45.5%	41.7%
Monthly	21.8%	16.7%
A few times a year	20.0%	25.0%
Rarely	12.7%	8.3%
Never	0.0%	8.3%

### D. The World Bank's Knowledge Work and Activities (continued)

When thinking about the development challenges in Poland, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Warsaw	Outside Warsaw
	Public sector governance/ reform	54.5%
Gender	0.0%	0.0%
Domestic private sector development	23.6%	25.0%
Foreign direct investment	5.5%	8.3%
Trade and exports	5.5%	0.0%
Energy	23.6%	0.0%
Social protection*	1.8%	25.0%
Climate change	1.8%	8.3%
Poverty reduction	7.3%	8.3%
Financial markets	3.6%	0.0%
Equality of opportunity	1.8%	0.0%
Urban development	3.6%	8.3%
Education	14.5%	8.3%
Global/regional integration	3.6%	8.3%
Information and communications technology	10.9%	0.0%
Transport*	25.5%	0.0%
Agricultural development	0.0%	0.0%
Natural resource management*	1.8%	25.0%
Job creation/employment	27.3%	41.7%
Health	9.1%	8.3%
Economic growth	32.7%	50.0%
Rural development	1.8%	0.0%
Environmental sustainability	3.6%	8.3%
Regulatory framework	23.6%	0.0%

\*Significantly different between locations

In Poland, how effective do you believe the World Bank's knowledge work and activities are at:

(1-Not effective at all, 10-Very effective)

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	50	6.94	1.85	11	6.91	2.43
Contributing to good policy making	47	6.72	1.78	8	6.50	2.00
Providing support for program implementation	44	7.36	1.79	9	6.89	1.76
Complementing the EU and other IFIs support to Poland	44	7.05	1.70	9	7.78	1.20
Raising awareness of specific issues in conducting a dialogue	50	6.56	2.06	10	5.80	2.30

### D. The World Bank's Knowledge Work and Activities (continued)

**In Poland, to what extent do you believe that the World Bank's knowledge work and activities:**

*(1-To no degree at all, 10-To a very significant degree)*

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
Are timely	43	6.53	1.53	8	6.00	1.51
Include appropriate level of stakeholder involvement during preparation	40	6.45	1.66	9	6.33	1.41
Are relevant to Poland's development priorities	47	6.40	1.57	11	6.00	1.90
Provide feasible recommendations	48	6.38	1.51	10	6.80	1.87
Are accessible (well written and easy to understand)	48	7.10	1.49	11	6.64	2.42
Are source of relevant information on global good practices	46	7.28	1.49	11	6.91	1.70
Are useful in terms of the work you do	49	6.94	2.15	11	7.27	2.00
Are adequately disseminated	48	5.65	1.95	10	5.10	2.18
Are appropriately translated	40	7.65	1.63	10	6.90	2.88
Are adaptable to Poland's specific development challenges and country circumstances	47	6.34	1.63	9	6.33	2.12

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	50	5.66	2.09	9	5.89	1.76
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	49	7.39	1.34	10	6.80	1.55
Please rate the World Bank's effectiveness in sharing global knowledge.	48	7.04	1.43	11	6.82	1.60
To what extent do you believe that Poland received value for money from the World Bank's products/services that were paid for on a fee for service basis?	28	6.11	1.69	8	6.38	1.85

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality; 1-Not effective at all, 10-Very effective; 1-To no degree at all, 10-To a very significant degree)*

### E. Working with the World Bank

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	32	7.22	1.72	8	6.50	2.00
The World Bank effectively monitors and evaluates the projects and programs it supports	34	7.18	1.78	7	6.71	1.60
The World Bank's approvals and reviews are done in a timely fashion	34	7.62	1.56	6	7.33	1.21
The World Bank imposes reasonable conditions (administrative requirements) on its lending	35	6.03	2.06	6	7.17	1.47
Working with the World Bank increases Poland's institutional capacity	45	7.47	1.63	8	7.88	2.10
The World Bank ensures consistency and continuity through staff changes	31	7.16	1.51	6	6.67	1.51
The World Bank's teams and visits are well coordinated	39	7.26	1.48	9	7.67	1.73
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	30	6.67	1.95	6	6.17	3.06
The World Bank provides effective implementation support (i.e., supervision of projects)	38	7.50	1.59	6	6.50	1.22
The World Bank is effective in sharing international best practices	44	7.64	1.59	8	7.88	1.55
The World Bank provides services adequately tailored to Polish circumstances	41	6.54	1.85	9	6.56	1.42
The World Bank ensures selectivity in its technical assistance	36	7.39	1.23	6	7.50	1.22
The World Bank ensures that its technical assistance is provided in a timely fashion	36	7.33	1.37	8	6.75	1.75

### F. The Future Role of the World Bank in Poland

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Poland's development in the near future?	54	7.26	1.87	12	7.33	2.42

(1-Not a significant role at all, 10-Very significant role)

Which of the following SHOULD the World Bank do to make itself of greater value in Poland?  
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Warsaw	Outside Warsaw
Improve the quality of its experts as related to Poland's specific challenges	13.2%	0.0%
Reduce the complexity of obtaining World Bank financing	28.3%	33.3%
Focus primarily on advocacy issues*	30.2%	0.0%
Improve the competitiveness of its financing compared to markets	20.8%	25.0%
Reach out more to groups outside of government	20.8%	33.3%
Ensure greater selectivity in its work	5.7%	8.3%
Provide more adequate data/knowledge/statistics/figures on Poland's economy	5.7%	0.0%
Offer more innovative financial products	7.5%	16.7%
Offer more innovative knowledge services*	26.4%	0.0%
Increase availability of Fee-Based services	3.8%	8.3%
Work faster	7.5%	8.3%
Partner with Poland on global issues*	5.7%	41.7%
Other	5.7%	8.3%

\*Significantly different between locations

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Poland?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Warsaw	Outside Warsaw
Local newspapers	36.4%	16.7%
International newspapers	23.6%	8.3%
Local radio	7.3%	8.3%
International radio	0.0%	0.0%
Local television	14.5%	8.3%
International television*	3.6%	33.3%
Periodicals	18.2%	16.7%
Internet	76.4%	75.0%
Social media (Facebook, Twitter, Youtube)	1.8%	0.0%
Blogs*	0.0%	8.3%
Mobile phones	0.0%	0.0%
Instant messaging	3.6%	8.3%
Other	3.6%	16.7%

\*Significantly different between locations

How would you prefer to receive information from the World Bank? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Warsaw	Outside Warsaw
World Bank website	27.3%	33.3%
Direct contact with World Bank (i.e., face to face meetings/discussions)	32.7%	16.7%
e-Newsletters	38.2%	33.3%
Instant messaging	7.3%	8.3%
World Bank seminars/workshops/conferences	50.9%	58.3%
World Bank publications and other written materials	34.5%	33.3%
Mobile phones	0.0%	0.0%
Social media (Facebook, Twitter, Youtube)*	0.0%	8.3%
Blogs	0.0%	0.0%
Other	0.0%	0.0%

\*Significantly different between locations

Do you use/have used the World Bank website?

Percentage of Respondents	Warsaw	Outside Warsaw
Yes	70.9%	75.0%
No	29.1%	25.0%

Which do you primarily use?

Percentage of Respondents	Warsaw	Outside Warsaw
The World Bank's country website	48.7%	66.7%
The World Bank's main website	51.3%	33.3%

### G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Warsaw			Outside Warsaw		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago	48	6.54	2.95	12	7.08	2.94
I find the World Bank websites easy to navigate	38	6.47	2.21	9	7.33	1.80
I find the information on the World Bank's websites useful	37	7.68	1.68	9	7.44	1.33
When I need information from the World Bank I know how to find it	53	7.42	2.48	10	7.40	2.50
The World Bank is responsive to my information requests and inquiries	39	7.64	2.03	7	7.57	1.72

### H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Warsaw	Outside Warsaw
Yes	72.7%	66.7%
No	27.3%	33.3%

Which of the following describes most of your exposure to the World Bank in Poland?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Warsaw	Outside Warsaw
Observer (i.e., follow in media, discuss in informal conversations, etc.)	11.1%	27.3%
Use World Bank reports/data	48.1%	45.5%
Engage in World Bank related/sponsored events/activities	27.8%	36.4%
Collaborate as part of my professional duties	66.7%	36.4%
Use World Bank website for information, data, research, etc.	9.3%	45.5%

\*Significantly different between locations

## Appendix D: Indicator Questions as a Function of Exposure to the Bank

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Poland? (Choose no more than TWO)									
			Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Poland.	5.67	6.80	6.76	5.11	6.53	6.46	6.41	6.68	6.04	6.80	6.53	6.33
To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Poland solve its most complicated development challenges?	6.50	7.48	7.39	6.25	7.30	7.15	7.13	7.44	6.76	7.50	7.28	7.00
Overall the World Bank currently plays a relevant role in development in Poland	5.42	6.51	6.48	4.20	6.24	6.29	6.05	6.86	6.11	6.34	6.13	7.00
The World Bank's work is aligned with what I consider the development priorities for Poland	5.80	7.42	7.12	6.17	7.11	6.93	6.52	8.40	7.05	7.00	7.02	7.00
Responsiveness	6.62	7.77	7.63	6.71	7.73	7.27	7.08	8.53	7.82	7.38	7.39	8.43
Openness (sharing data and other information)	6.47	7.05	6.98	6.00	6.83	6.97	6.98	6.71	6.75	6.97	6.66	8.38
Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	5.22	6.28	6.09	5.50	6.80	5.52	5.46	7.25	5.88	6.14	6.09	5.67
Collaboration with the Government	6.46	7.59	7.49	6.17	7.46	7.20	7.00	8.13	7.39	7.31	7.24	8.00
To what extent does the World Bank's work help to achieve development results in Poland?	5.63	6.41	6.41	4.88	6.13	6.28	6.12	6.39	6.14	6.24	6.10	6.88
The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Program 4 Result, etc.) meet the needs of Poland	6.31	6.68	6.66	5.80	6.96	6.22	6.27	7.33	6.37	6.70	6.53	6.86
The World Bank meets Poland's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.07	7.36	7.20	6.00	7.04	7.07	6.80	7.61	7.09	7.03	6.96	7.50
In Poland, to what extent do you believe that the World Bank's knowledge work and activities are adaptable to Poland's specific development challenges and country circumstances	5.53	6.65	6.43	5.86	6.57	6.19	6.08	7.00	6.10	6.52	6.34	6.43
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	5.07	5.89	5.86	4.88	5.39	6.03	5.38	6.44	6.05	5.53	5.76	5.33
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	7.07	7.35	7.43	6.50	7.15	7.43	7.10	7.76	7.18	7.37	7.32	7.14
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	6.56	6.59	6.73	6.00	6.80	6.40	6.46	7.11	6.18	6.83	6.58	7.00

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix E: Indicator Questions by Stakeholder Groups

Indicator Question	Employee of Ministry/ Ministerial Department/ Implementation Agency			PMU/ Consultant/ Contractor on Bank supported project			Local Government			Private sector/ Financial sector/ Private bank			Independent Government Institution			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank's effectiveness in Poland.	21	6.76	1.64	5	7.20	1.92	7	5.43	2.37	8	5.88	1.25	4	7.25	1.26	5	6.00	1.58	10	6.80	1.62
To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Poland solve its most complicated development challenges?	23	7.30	1.43	5	6.60	1.14	7	6.43	1.99	8	6.50	1.41	3	8.00	1.00	5	7.80	.84	8	8.25	.89
Overall the World Bank currently plays a relevant role in development in Poland	19	6.47	1.68	3	7.33	2.08	5	5.40	2.07	7	5.71	2.43	4	7.25	2.06	5	5.00	2.00	11	6.55	2.02
The World Bank's work is aligned with what I consider the development priorities for Poland	21	6.76	1.55	3	9.00	1.00	6	6.83	2.14	8	7.00	1.93	4	6.75	2.63	5	8.00	1.87	12	6.58	2.23
Responsiveness	23	7.57	1.41	3	9.00	1.00	7	7.43	2.37	6	7.17	2.93	4	8.00	1.15	5	6.20	2.17	10	7.80	2.10
Openness (sharing data and other information)	24	6.54	1.84	3	9.00	1.00	7	6.57	1.90	8	6.88	1.89	4	6.75	3.40	4	6.50	1.73	10	7.50	1.58
Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	15	5.93	1.39	2	6.50	3.54	4	5.75	0.96	7	5.71	1.98	1	7.00		5	5.60	2.30	5	7.00	1.58
Collaboration with the Government	22	7.41	1.74	3	9.00	1.00	7	6.71	2.69	8	7.13	1.81	3	8.67	0.58	3	4.67	2.89	8	7.63	1.60
To what extent does the World Bank's work help to achieve development results in Poland?	23	6.17	1.59	5	7.20	0.84	7	5.14	1.68	7	6.29	2.87	3	6.67	1.15	5	5.80	2.17	11	6.45	1.44
The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Program 4 Result, etc.) meet the needs of Poland	19	6.74	1.66	5	7.60	0.55	6	6.17	1.60	7	5.71	2.69	4	6.75	1.50	4	6.25	2.75	9	6.67	2.06
The World Bank meets Poland's needs for knowledge services (e.g., research, analysis, data, technical assistance)	21	7.10	1.64	5	7.20	0.84	7	6.71	1.60	7	7.29	2.21	4	7.25	1.50	5	6.80	1.64	11	7.18	1.47
In Poland, to what extent do you believe that the World Bank's knowledge work and activities are adaptable to Poland's specific development challenges and country circumstances	19	6.26	1.52	2	5.00	0.00	7	5.71	2.29	8	6.25	1.83	3	7.00	2.00	5	7.60	1.67	12	6.42	1.56
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	23	6.04	1.85	4	6.50	0.58	7	4.71	2.14	6	5.83	3.13	4	5.00	2.45	5	5.20	2.68	10	5.70	1.64
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	21	7.43	1.47	4	7.00	0.82	7	6.14	2.12	7	7.29	0.76	3	8.33	1.53	5	7.80	0.45	12	7.33	1.15
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	13	6.31	2.14	2	4.50	3.54	7	6.29	2.56	4	8.25	1.71	2	5.50	0.71	2	5.50	2.12	6	7.83	0.75

## Appendix F: Poland FY 2013 Questionnaire



### World Bank Country Survey FY13 – Poland

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Poland or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Poland, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Poland. The World Bank commissioned an independent firm to oversee the logistics of this effort in Poland. This ensures anonymity and confidentiality. We hope you'll be candid. To complete the survey, please circle/check the response that most accurately reflects your opinion. **If you prefer not to answer a question, please leave it blank.**

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

#### SECTION A: GENERAL ISSUES FACING POLAND

A1. In general would you say that Poland is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

A2. Listed below are a number of development priorities in Poland.			
Please identify which of the following you consider the most important development priorities in Poland? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	13	Equality of opportunity (i.e., equity)
2	Transport (e.g., roads, bridges, transportation)	14	Health
3	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15	Education
4	Global/regional integration	16	Poverty reduction
5	Gender	17	Energy
6	Domestic private sector development	18	Climate change (e.g., mitigation, adaptation)
7	Foreign direct investment	19	Agricultural development
8	Job creation/employment	20	Trade and exports
9	Rural development	21	Economic growth
10	Financial markets	22	Regulatory framework
11	Urban development	23	Natural resource management (e.g., oil, gas, mining)
12	Environmental sustainability	24	Information and communications technology

**SECTION A: GENERAL ISSUES**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty and boosting shared prosperity in Poland? (Choose no more than THREE)</b>			
1	Equality of opportunity (i.e., equity)	13	Foreign direct investment
2	Economic growth	14	Education
3	Climate change (e.g., mitigation, adaptation)	15	Energy
4	Global/regional integration	16	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
5	Gender	17	Natural resource management (e.g., oil, gas, mining)
6	Rural development	18	Environmental sustainability
7	Urban development	19	Health
8	Regulatory framework	20	Agricultural development
9	Social protection (e.g., pensions, targeted social assistance)	21	Job creation/employment
10	Transport (e.g., roads, bridges, transportation)	22	Financial markets
11	Information and communications technology	23	Trade and exports
12	Domestic private sector development		

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Poland? (Choose no more than THREE)</b>			
1	Energy	12	Regulatory framework
2	Gender	13	Trade and exports
3	Equality of opportunity (i.e., equity)	14	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Social protection (e.g., pensions, targeted social assistance)	15	Domestic private sector development
5	Global/regional integration	16	Job creation/employment
6	Climate change (e.g., mitigation, adaptation)	17	Agricultural development
7	Rural development	18	Transport (e.g., roads, bridges, transportation)
8	Foreign direct investment	19	Natural resource management (e.g., oil, gas, mining)
9	Urban development	20	Environmental sustainability
10	Education	21	Health
11	Information and communications technology	22	Financial markets

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>B1. How familiar are you with the work of the World Bank in Poland, on a ten point scale?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

<b>B2. Overall, please rate your impression of the World Bank's effectiveness in Poland, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

<b>B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Poland solve its most complicated development challenges, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all							To a very significant degree			Don't know

<b>B4. Please rate your impression of the World Bank's responsiveness in supporting Poland's development agenda, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not responsive at all					Very responsive					Don't know

<b>B5. When thinking about how the World Bank can have the most impact on development results in Poland, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Poland? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	13	Urban development
2	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14	Environmental sustainability
3	Transport (e.g., roads, bridges, transportation)	15	Equality of opportunity (i.e., equity)
4	Poverty reduction	16	Health
5	Global/regional integration	17	Education
6	Gender	18	Climate change (e.g., mitigation, adaptation)
7	Domestic private sector development	19	Agricultural development
8	Rural development	20	Trade and exports
9	Foreign direct investment	21	Economic growth
10	Energy	22	Regulatory framework
11	Job creation/employment	23	Natural resource management (e.g., oil, gas, mining)
12	Financial markets	24	Information and communications technology

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

**B6. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Poland?**

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Data	<input type="checkbox"/>	<input type="checkbox"/>
6	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
7	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
8	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**B7. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Poland? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Poland
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Imposing technocratic solutions without regard to political realities
11	World Bank processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>B8. Which World Bank instruments do you believe are the MOST effective in reducing poverty and boosting shared prosperity in Poland? (Choose no more than TWO)</b>	
1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Other (please specify): _____
7	Don't know

<b>B9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>B10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	
1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	European Commission and other International Financial Institutions
6	Foundations
7	Academia/think tanks/research institutes
8	Parliament
9	Media
10	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>To what extent do you agree with the following statements about the World Bank's work in Poland, on a ten point scale?</b>													
		<b>Strongly disagree</b>										<b>Strongly agree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B11</b>	Overall the World Bank currently plays a relevant role in development in Poland	1	2	3	4	5	6	7	8	9	10		
<b>B12</b>	The World Bank's work is aligned with what I consider the development priorities for Poland	1	2	3	4	5	6	7	8	9	10		
<b>B13</b>	The World Bank supports programs and strategies that are realistic for Poland	1	2	3	4	5	6	7	8	9	10		
<b>B14</b>	The World Bank treats clients and stakeholders in Poland with respect	1	2	3	4	5	6	7	8	9	10		

<b>To what extent is the World Bank an effective development partner in Poland, in terms of each of the following?</b>													
		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B15</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10		
<b>B16</b>	Flexibility (in terms of the World Bank's products and services)	1	2	3	4	5	6	7	8	9	10		
<b>B17</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10		
<b>B18</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10		
<b>B19</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10		
<b>B20</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10		
<b>B21</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10		
<b>B22</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10		
<b>B23</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10		
<b>B24</b>	Follow through over time	1	2	3	4	5	6	7	8	9	10		

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK**

<b>B25. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	The World Bank does not do adequate follow through/follow-up
5	Lack of/inadequate levels of capacity in Government
6	Political pressures and obstacles
7	Reforms are not well thought out in light of country challenges
8	The World Bank is not sensitive enough to political/social realities on the ground
9	Other (please specify): _____

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Poland, on a ten point scale?												
		Not effective at all								Very effective		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>C1</b>	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C2</b>	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C3</b>	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</b>	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</b>	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C10</b>	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C11</b>	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C17</b>	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C18</b>	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C19</b>	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C20</b>	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C21</b>	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C22</b>	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C23</b>	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C24</b>	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

<b>C25. To what extent does the World Bank's work help to achieve development results in Poland, on a ten point scale?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank in Poland, on a ten point scale?</b>												
		Strongly disagree					Strongly agree					Don't know
<b>C26</b>	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Program 4 Result, etc.) meet the needs of Poland	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C27</b>	The World Bank meets Poland's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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**SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)**

<b>D1. How frequently do you consult World Bank knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>D2. When thinking about the development challenges in Poland, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)</b>			
1	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	13	Education
2	Gender	14	Global/regional integration
3	Domestic private sector development	15	Information and communications technology
4	Foreign direct investment	16	Transport (e.g., roads, bridges, transportation)
5	Trade and exports	17	Agricultural development
6	Energy	18	Natural resource management (e.g., oil, gas, mining)
7	Social protection (e.g., pensions, targeted social assistance)	19	Job creation/employment
8	Climate change (e.g., mitigation, adaptation)	20	Health
9	Poverty reduction	21	Economic growth
10	Financial markets	22	Rural development
11	Equality of opportunity (i.e., equity)	23	Environmental sustainability
12	Urban development	24	Regulatory framework

## SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

In Poland, how effective do you believe the World Bank's knowledge work and activities are at:												
		Not effective at all								Very effective		Don't know
<b>D3</b>	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Complementing the EU and other IFIs support to Poland	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Raising awareness of specific issues in conducting a dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

In Poland, to what extent do you believe that the World Bank's knowledge work and activities:												
		To no degree at all								To a very significant degree		Don't know
<b>D8</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D10</b>	Are relevant to Poland's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D11</b>	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D12</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D13</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D14</b>	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D15</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D16</b>	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D17</b>	Are adaptable to Poland's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D18. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?												
1		2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
Not significant at all							Very significant			Don't know		

**SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)**

<b>D19. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality						Very high technical quality				Don't know

<b>D20. Please rate the World Bank's effectiveness in sharing global knowledge, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all						Very effective				Don't know

<b>D21. To what extent do you believe that Poland received value for money from the World Bank's products/services that were paid for on a fee for service basis?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all						To a very significant degree				Don't know

**SECTION E: WORKING WITH THE WORLD BANK**

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	The World Bank imposes reasonable conditions (administrative requirements) on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	Working with the World Bank increases Poland's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E9</b>	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E10</b>	The World Bank is effective in sharing international best practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E11</b>	The World Bank provides services adequately tailored to Polish circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E12</b>	The World Bank ensures selectivity in its technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E13</b>	The World Bank ensures that its technical assistance is provided in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK IN POLAND**

<b>F1. How significant a role do you believe the World Bank SHOULD play in Poland's development in the near future, on a ten point scale?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't know

<b>F2. Which of the following SHOULD the World Bank do to make itself of greater value in Poland? (Choose no more than TWO)</b>	
1	Improve the quality of its experts as related to Poland's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Reach out more to groups outside of government
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Poland's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Increase availability of Fee-Based services (i.e., reimbursable technical assistance)
11	Work faster
12	Partner with Poland on global issues
13	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G1. How do you get most of your information about economic and social development issues in Poland? (Choose no more than TWO)</b>	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

<b>G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b>	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank publications and other written materials
7	Mobile phones
8	Social media (Facebook, Twitter, Youtube)
9	Blogs
10	Other (please specify): _____

<b>G3. Do you use/have you used the World Bank website? (Please mark only ONE response)</b>	
1	Yes
2	No

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G4. Which do you primarily use? (Please mark only ONE response)</b>	
1	The World Bank's country website (www.worldbank.org/pl)
2	The World Bank's main website (www.worldbank.org)

<b>Please rate how much you agree with the following statements, on a ten point scale.</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G5</b>	I use/consult World Bank data more currently than I did a few years ago	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G6</b>	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G7</b>	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G8</b>	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>G9</b>	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

**SECTION H: BACKGROUND INFORMATION**

<b>H1. Which of the following best describes your current position? (Please mark only ONE response)</b>	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Media (Press, Radio, TV, Web, etc.)
15	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
16	Faith-Based Group
17	Academia/Research Institute/Think Tank
18	Judiciary Branch
19	Other (please specify): _____

<b>H2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION**

<b>H3. Currently, do you professionally collaborate/work with the World Bank in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following describes most of your exposure to the World Bank in Poland? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

<b>H5. Which best represents your geographic location?</b>	
1	Warsaw
2	Outside Warsaw

**Thank you for completing the survey!**